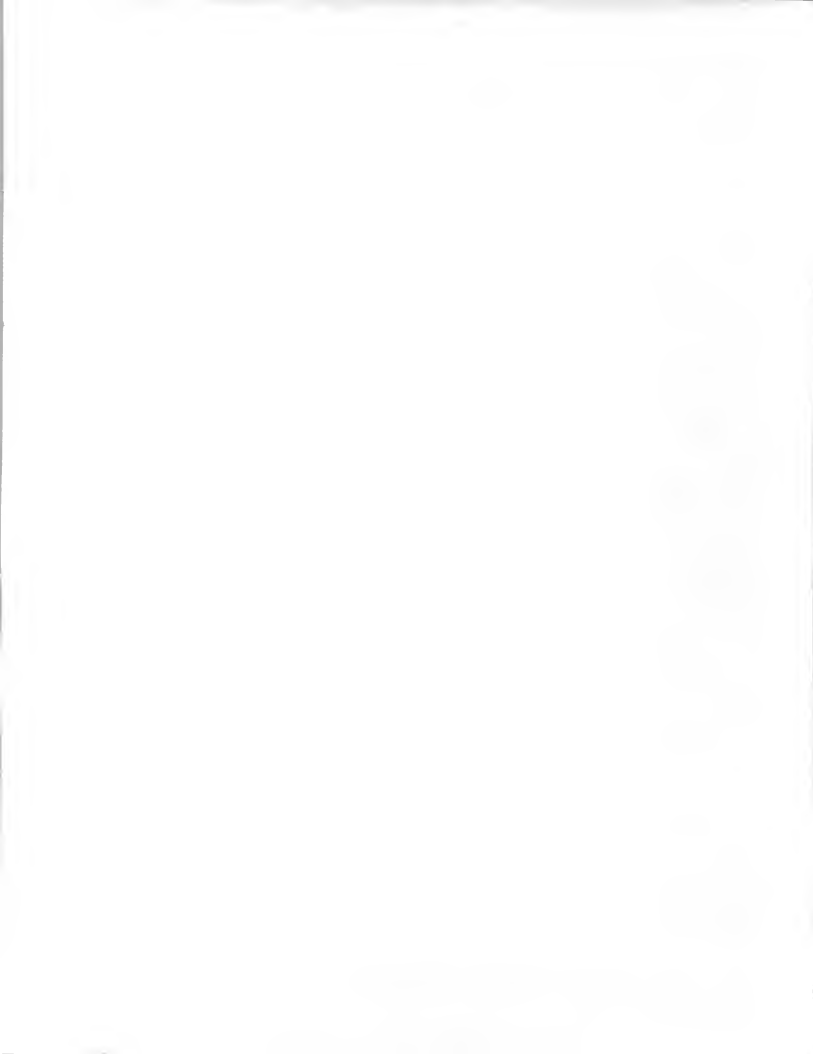


[illegible]

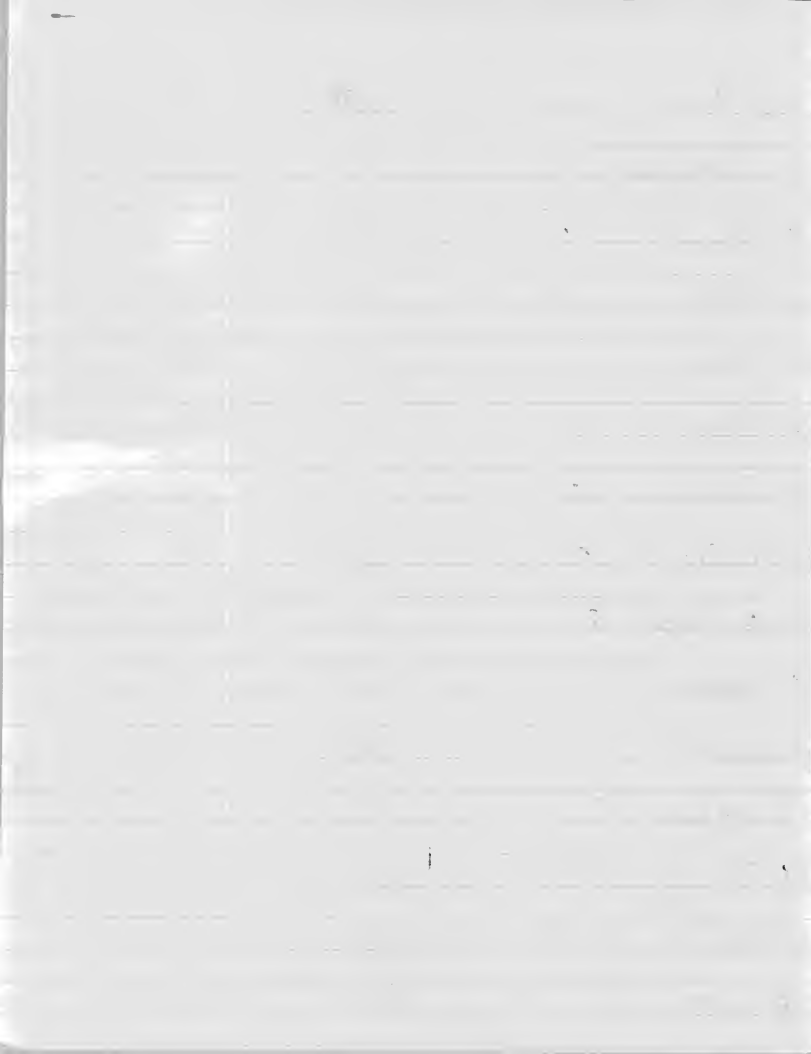


①

	<u>Parking Tkts</u>	<u>Pop</u>	<u>Ratio</u>		
① Union City (135)	126	59 (56)	2.1	(2.3)	2.4
② Elizabeth (113)	89	113 (106)	.8	(.8)	1.1
③ Bayonne (77)	87	73 (68)	1.2	(1.3)	1.2
④ Atlantic City	55	48 (40)	1.1	(1.4)	
⑤ Hackensack (60)	53 47	36 30 *	1.5	(1.5)	1.7
⑥ Passaic (57)	51	55 (50)	.9	(1.0)	1.0
⑦ Summit	44	24 (21) *	1.8	(2.1)	
⑧ Rutherford	39	21 (19) *	1.9	(2.1)	
⑨ Camden (49)	36	103 (95)	.3	(.4)	.6
⑩ Ridgewood	34	28 (25) *	1.2	(1.4)	
⑪ Morristown	31	18 (17) *	1.7	(1.8)	
⑫ Westfield	23	34 27 (20)	.7	(.8)	
⑬ Haddonfield	19	✓ (12)		(1.6)	
⑭ Red Bank	16	✓ (12)		(1.3)	



(15) Union	13	51	(50)	.3
(16) Collingswood	12	14	(11)	.8
(17) Asbury Pk	10	17	(17)	.6
(17) Millburn	10	20	(20)	.5
(17) Dover	10	15	(15)	.7
(20) Rahway	9	27	(27)	.3
(20) Parsippany	9	55		.2
(22) Clifton (14)	8	74	(74)	.1
(22) No. Arlington	8	17	(17)	.5
(24) Ridgefield Pk	7	13	(13)	.5
(24) Cranford	7	25	(25)	.3
(26) Long Branch	5	30	(30)	.2
(26) Ocean City	5	14	(14)	.4
(28) Roselle Pk	4	13	(13)	.3
(28) Denville	4	14	(15)	.3



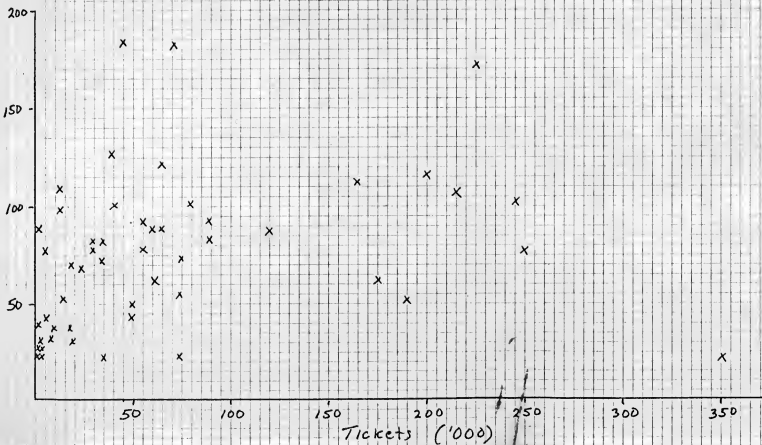
(28) Flemington	4	4	✓	1.0
(31) Garfield	3	27	✓(27)	.1
Caldwell	3	8	✓(8)	.4
Livingston	3	28	✓(28)	.1
Rockaway	3	7	(7)	.4
Springfield	3	14	✓(14)	.2
(35) Roselle	2	21	✓(21)	.1
No Plainfield	2	19	✓(19)	.1
Hamilton	2	82		<.1
Leonia	2	8	✓(8)	.3
Middletown ⁽⁴⁾	2	62	✓(62)	.1
(41) Bridgewater	1	29	✓	<.1
Clark	1	17	✓(17)	.1
Piscataway	1	42	✓(42)	<.1
Washington Twp	1	16	✓(16)	.1
Tinton Falls	1	7	✓(7)	.1
Fairfield	1	-		
No Haledon	1	8	✓(8)	.1
Ewing Twp	1	35	✓(35)	<.1
Edgewater	1		✓	

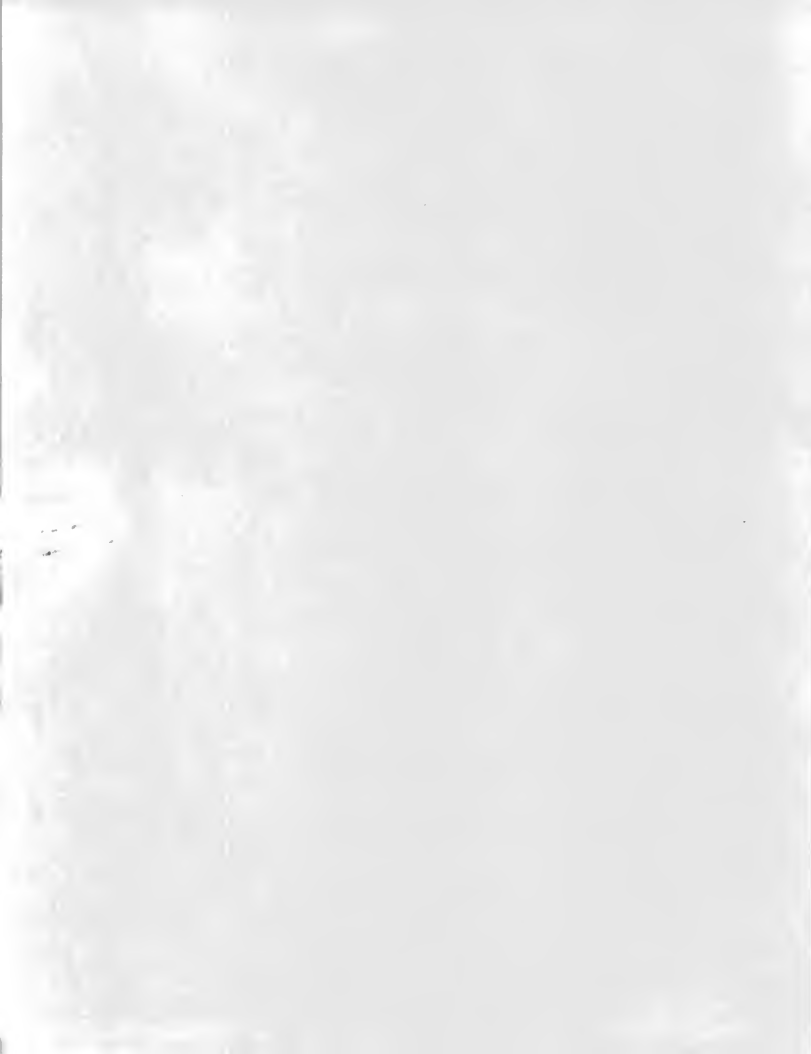


Nationwide (sample) -

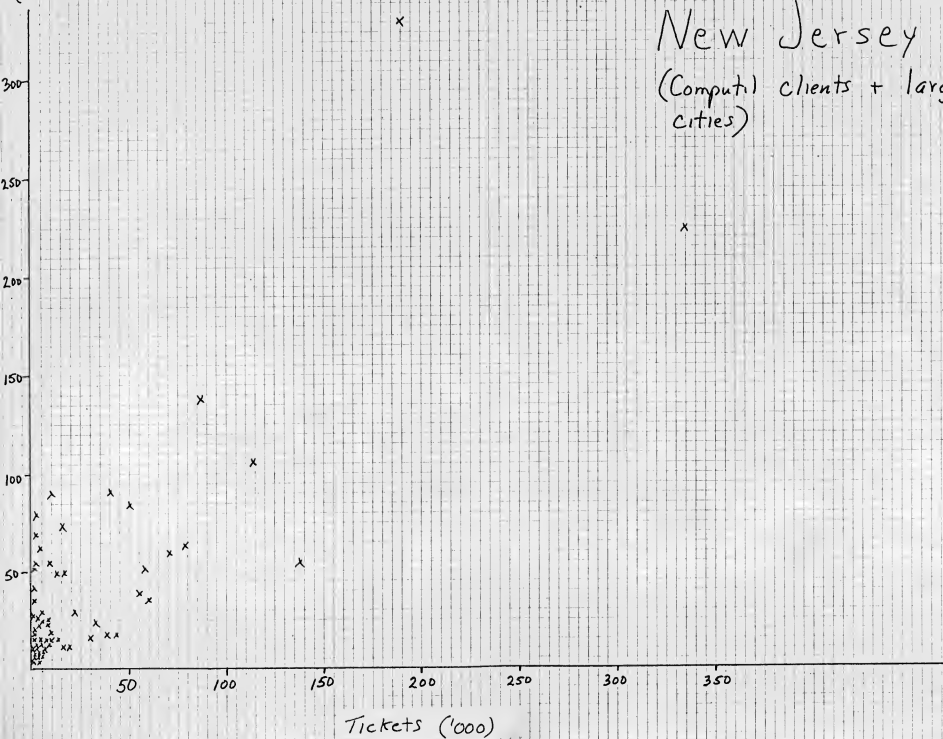
25,000 - 250,000

Population
('000)

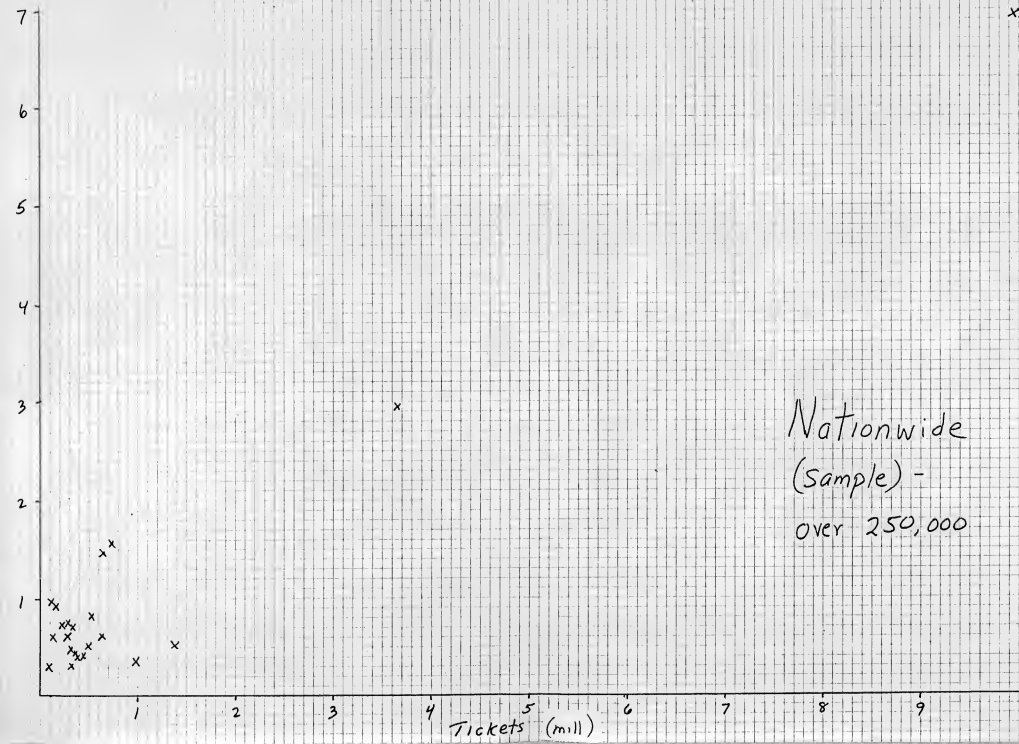




Population
('000)



Population (mill)



Nationwide
(sample) -
over 250,000



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452

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3-4

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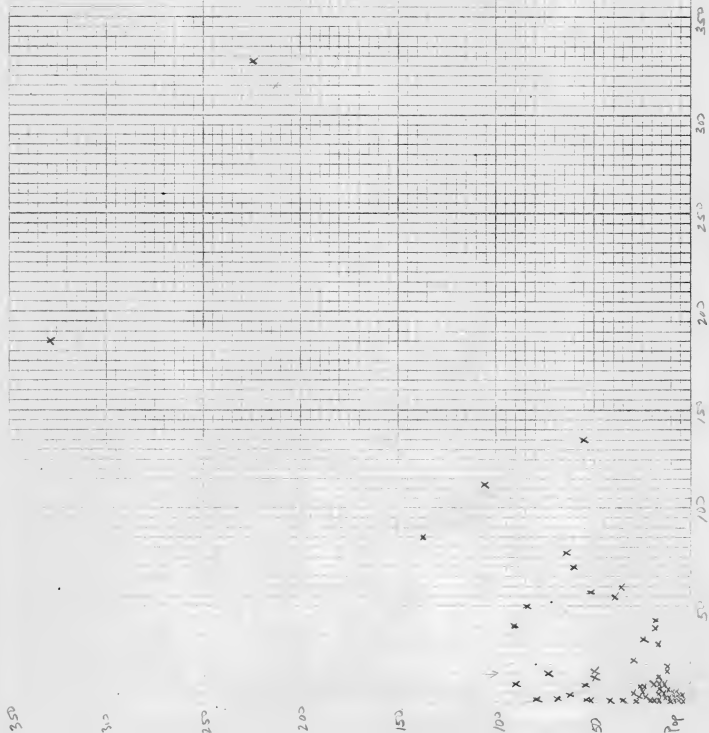
17

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17





Tickets

ND

689

$$\begin{array}{r} 703 \\ 121 \\ \hline 38 \\ 862 \end{array}$$

$$\begin{array}{r} 461 \\ 153 \\ \hline 614 \\ 59 \\ \hline 668 \end{array}$$

$$102 = \del{54} 462$$

$$202 = \del{77} 712$$

$$.7 - 1.9$$



	<u>Parking Thts</u>	<u>Pop</u>	<u>Ratio</u>
Cherry Hill	75 3	69	.1
Irvington	70	61	1.1
Jersey City	328	224	1.5
Middleton	4		
Newark	185	329	.6
Old Bridge	15 1K	52	< .1
Patterson	85	138	.6
Trouton	40	92	.4
Union Twp	16	50	.3
Vineland	2	54	.1
Woodbridge	≈ 10	90	.1



$$55.80 = .69$$

$$75.115 = .65$$

$$45.90 = .49$$

Parking Violations Worksheet (YCV)

New Jersey

Service: Burroughs/Contractors

Resp.	Comm'l #	Changes	How long?	Type Processing
Code	Sat.			Batch RJE On-line
716	4	none	4 yrs.	X
717	5	maps and col. to	6 yrs	X
718	5	Fried Burroughs and Miss. No. 1	10 yrs.	X
719	5		8 yrs (72-74) M. 1/82	X
735	3	working on a lot Parallel in South.	3 yrs (1990)	X
738	5	none	3 yrs (1990)	X



Parking Violations Worksheet (ycut)

(#4C-#4e)

New Jersey

Resp. Code	Why contractor? (4C)	Changes (4d)	In house (4e)
716	Cut costs + use professionals	none	no
717	we were 3-4 yrs. behind & doing more eliminated parking + granted more	none	some talk - maybe if possible perhaps eventually
718	Workload		no
719	Timeliness of changes	none	yes - if necessary makes
735	High volume		no - "No" - not in compliance for a while
738	Speedies - Reduc - h. blog	none	

Parking Violations Worksheet (YCOR)

(H.R.)

Spur Jersey

Resp. Code Switched to on-line

716 not asked
717 mentioned but not suggested

718 To ^{yes} save money

719 No - would not pay

735 Yes - more flexibility

738 No - Took us long enough to fight administrative
other communities have not been successful.

Parking Violations Worksheet (YCOV)

#8 Doing business with a contractor; New Jersey

Resp.	Formal	Contract	Selection Criteria Amp.						
Code	Bid?	Length/Terms	Rel	Size	Loc	Turn	\$	Rq.	Lead
716	Y	DK	5	2	4	5	5	4	4
717	Y	2 yrs/period	5	2	3	5	3	4	3
718	Y	1 yr/period	5	3	3	5	DK		
719	DK	1 yr	5	1	2.5	4	5	DK	5
735	N	1 yr/period	5	3	3	5	4	5	4
738	Y	1 yr/period	5	1	1	5	5	5	5

New Jersey

(# 10c) Ticket Volume

Resp. Code	Parking		Moving		Total		(42) (now)	(44a) (now)	(48) (now) (44a)
	# (K)	\$ (K)	# (K)	\$ (K)	# (K)	\$ (K)	Backlog	Backlog	Uncollect.
716	100	275	15		115		DK	DK	15 35
717	40		6.6		46.6		10 mths	3-4 yrs.	DK dec. rec.
718	32		3.1		35.1		0		10 50
719	84		84		92.4		249K outstanding incl moving & 2500 mths. & 2500 mths. & 2500 mths.	known	DK DK
735	60		15		75	(TOTAL \$1.5MILL)	more resolution 10 mths backlog	40K 40K	5 15
738	60		5		70		FTN's already out.	2-2 1/2 yrs	15 25-30

Parking Violation Worksheet (YCUT)

(#6) Advantages/Disadvantages = In-house ^{New Jersey} + Contractors

New Jersey

Resp.		Air- House		Contractor	
Code	Advants.	Disadvants	Advants.	Disadvants	
716	everything worked to here	—	Some work was being done	flowers	
717	—	would not let in	work - but last construction	—	
718	accessibility	T work	they have a problem	—	
719	none	would not be	earlier	—	
735	live money	higher priority	There is a problem	—	
738	more flexibility	Medicaid contract	inflexible, but not	—	
	—	take care of it	want more	—	
	—	increase staff	Take away	—	
	—	—	way to strain	—	



Parking violations Worksheet (YCVT)

Effects of Ignoring Ticket

Resp	Inc	Revoked	Referral	(#106)		Thx	Qmt
Case	Line	(present)	(present)	Description of Process	Mix	Esc.	
716	X			notice motion in 4:00 p.m. 10/10/10	3	10+	
717	X	supp. mov.		notice motion in 4:00 p.m. 10/10/10	10	15	
718	X	50% more		notice motion in 4:00 p.m. 10/10/10	3	8	
719	X	50% more		notice motion in 4:00 p.m. 10/10/10	3	8	
735		close case		notice motion in 4:00 p.m. 10/10/10	10	15	(late)
738	X	5-FTA's		notice motion in 4:00 p.m. 10/10/10	5	10	



Parking Violations Worksheet (YOUT)

New Jersey

(#11) Comfort in doing business with:

Bank

Comp Sur Firm

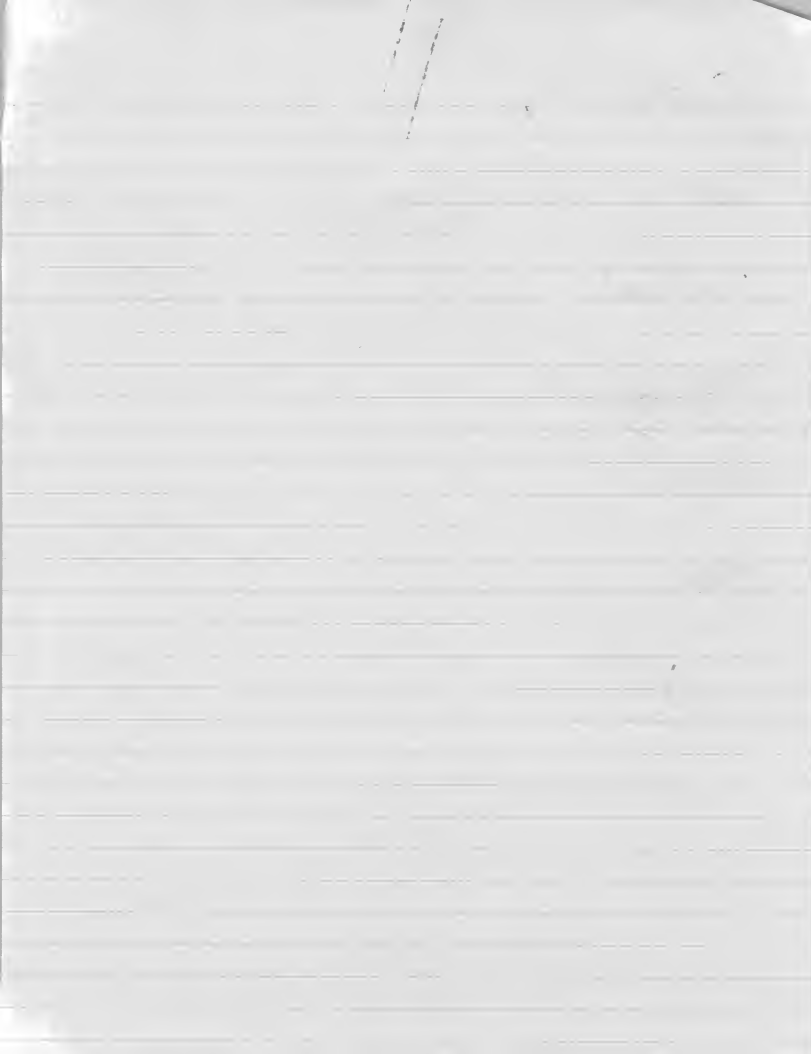
Resp Code	Local		Out of State		Natl		Local		Spec. Vend		Hwy Co		Hwy'l Comments
	Imp	Reason	Imp	Reason	Imp	Reason	Imp	Reason	Imp	Reason	Imp	Reason	
716	3		1		4		5		5		3		
717	DK		DK		DK		DK		DK				as long as it's + to south
718	DK		DK		2		5		5		DK		
719		would find		comfortable								long job	no OP.
735	3		2		4		5		5		3.5		
738	1		1		1		5		5		1		



	L	M	S	T	VS
Control	10 ₄₂	4 ₂₂	9 ₄₁	23 ₃₆	11 ₂₉ 29 ₃₅₂
Cost	7 ₂₉	7 ₃₉	7 ₃₂	21 ₃₃	11 ₂₃ 23 ₂₈₂
Local Expertise	7 ₂₉	7 ₃₉	4 ₁₈	18 ₂₈	1 ₁₉ 19 ₂₃₂
Processing	5 ₂₁	1 ₆	4 ₁₈	10 ₁₆	10 ₁₂
Collection	0	0	0	0	0
Other	1 ₄	0	1 ₅	2 ₃	2 ₂

1-11

82



0

0

Cont

(V5)

4

1

5
8

⑤ Cost
61.

2

2
3

② Exp
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1 2

④ Proc 11
52

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11

⑧ Coll 11
112

82

Central

Sm

In-H

Contractor

Ad

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Control

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I ⑥

Capability

Exp

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Tailoring
Proc

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I ④

I ②

Coll

other

Cost

II ⑦ ①

①
①
①

①
①

II ⑦

~~Image~~ ###

~~###~~

Other

①

①

①

~~Conf/Sec~~ 1

7

~~Good for other~~

7

Mel

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Control

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(1)

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Cost

|||| (7)

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~~Image~~

7

Other

Conf

(1)

7

Good for other

Ly

In-H
Ad Dis

Contractor
Ad Dis

Control

(10)

1 (1)

Capability

Exper

11 ### (7) (1)

11 (2)

11 (2)

Tailoring

Proc cap

Collectors

~~Star~~

(5) 11 (2)

1 1
(4) ### (6)

Cost

11 (7) (1)

1111 (4) 1111 (4)

Image

Other

0 (1)

(3) 11

(1)

~~Cont~~ ~~Sec~~ ###

~~Good for others~~

##

City Size	In-H			Other Govt		
	Batch	RJS	On-L	Batch	RJS	On-L
Large	36	21	57	38	50	88
Medium	100	0	100	37	17	75
Small	40	0	80	22	22	56
Very Small						

	Total In-H			Other Govt
			(Note)	
Large	36	32	68	82
Medium	42	14	79	100
Small	29	14	64	100
Very Small				

Large
Medium
Small
Very Small

Large
Medium
Small
Very Small

check
blank

24
L

2 day
or less

HHH HHH HHH
[15] 632 582

3-7 day

1 60 [2] 82

8 days +

(200) (100) (21) (20)
(60) [5] 112

DK

~~11~~ [3] 132

~~11~~

~~11~~

332

18
M

HHH HHH 1
[10] 392 562

1111 [5] 282

(14) (60)

[2] 112

[1] 62

172

(22)
S

HHH HHH 1
[11] 502

1 [1] 52

(60) (60) (615) (360) (30)

(14) (90) (30) (150) [9] 412

[1] 52

462

8 days
or =

100

37

~~11~~ 84

V5

180, 90, 30

8

100

Low Perf Cites - Sat

$$N^2 = \frac{12}{18}$$

572

$$M = \frac{45}{12} = 3.75$$

→ $\frac{9}{12}$ (present) imp proc
 $\frac{3}{12}$ (25%) op change
 $\frac{0}{12}$ (17%) none planned

not count

$$\frac{13}{22}$$

572

$$S = \frac{52}{16} = 3.25$$

$\frac{29}{15} =$ imp proc proc 562

$\frac{2}{16} =$ got vander 13

$\frac{4.5}{16} =$ no need / ok 31

$\frac{1}{16} =$ Coll Gg 6

$\frac{3}{16} =$ other (boot) 19
 Jail

$$N^2 = \frac{8}{24}$$

332

$$L \quad S = \frac{63}{18} = 3.5$$

$\frac{11}{18} =$ imp proc proc 61

$\frac{2}{18} =$ no plan / need 11

$\frac{3}{18} =$ Coll ag 17

~~$\frac{34}{18}$~~ op chan 22



L

M

S

0-5

1111 ④

111 ③

11 ②

6-10

11 ②

1111 ④

111 ⑤

11-15

11 ②

0

1 ①

16-20

11 ②

1 ①

111 ③

21-25

1111 ⑥

11 ②

11 ②

26-30

1 ①

1 ① ✓

11 ②

31-35

1 ①

11 ②

1 ①

36-40

1 ①

11 ②

1 ①

41-5

5 ① 4 ① 3 ① 2 ①
6 ① 1 ①

5 ① ① ✓

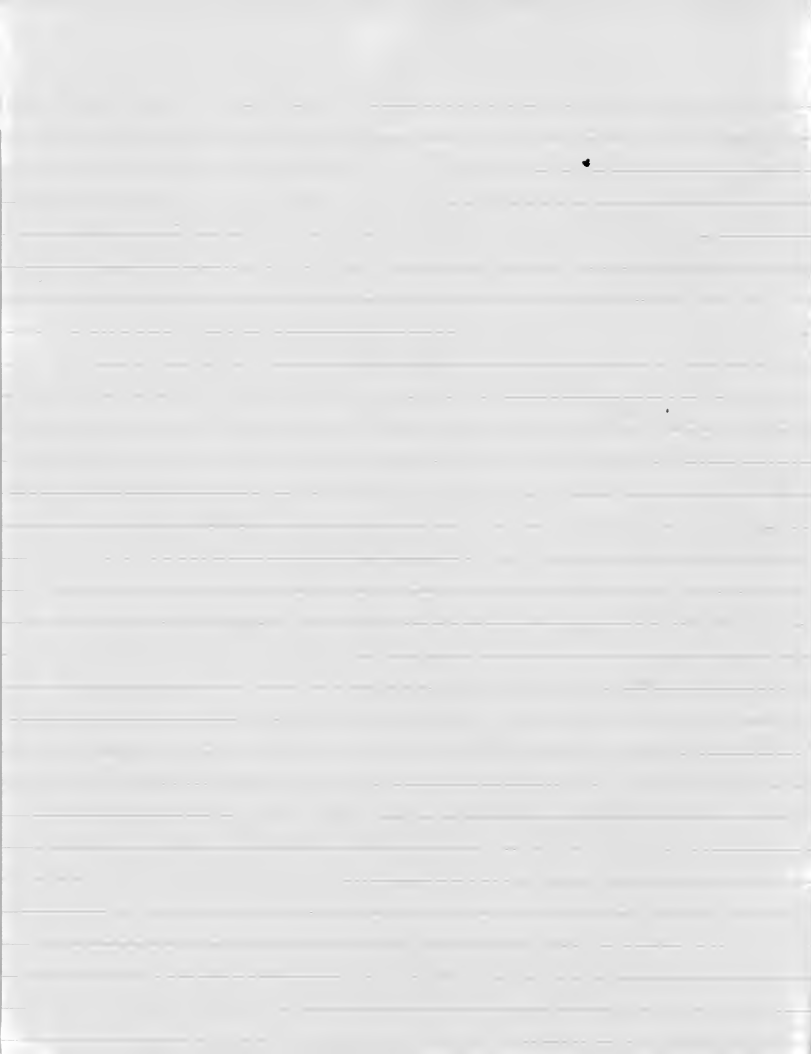
4 ① ①

DK

1 ①

11 ②

1111 ④



~~Do something~~
Nothing
Heroka

L

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8

33

M

1 (62)

5

28

S

3 (142)

5

23

Wampum

~~11~~ 11 46

16 89

13 59

coll ag
impound
~~other~~

3 13

2 11

2 9

6 25

2 11

~~2~~ 2 9

Other

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0

2 9

City Size

Improve

Large

Present

Medium

Processing

Small

Very Small

Large

Medium

Small

Very Small

Large

Medium

Small

Very Small

Large

Medium

Small

Very Small

Uncollectibles

Backlog	Low (20% & under)	High (21% & over)	Total
(One week & under)	24	25	49
(One week & under) Low →	19	24	43
	30% 31	37% 32	67% 63
(More Than A week) High →	11	10	21
	17% 20	16% 17	33% 37
Total	30	34	64
	42% 51	53% 49	100

Unco 11

Bachlog

Low

Mal

High

Low

S ~~+++~~ 11 7
M ~~+++~~ 1 6
L ~~+++~~ 111 36
19
VS ~~+++~~ 12 (24)

111 3
~~+++~~ 11 7
~~+++~~ 7
11 17

11 2
11 2
111 3
111 7
1 (8)

43

S
M
L

(25)

H

S ~~+++~~ 5
M " 2
L " 84
11
VS ~~+++~~ (16)

" 2
0
" 2
" 4

11 3
' 1
11 24
66
111

21
64

30

(35)

22

12

64

$$\frac{64}{6} = 11$$



Max
Tix

24

15

21

L

M

S

1-5 -

6-10 -

2 8 } 1 2 16 } 4 19 }
 111 6 25 } 11 6 33 } 111 111 } 7 34 }

14-15 } -

111 3 13 111 4 22 111 3 14

16-20 }

111 3 13 111 3 17 111 3 14

21-25 }

111 3 13 11 2 11 111 3 14

26-30 }

11 (33) 2 8 } 0 0
 (12)

31-35 }

11 (35) 2 8 } 1 1 6 1 1 5
 (31)

36+ -

(51) (45) (40) 3 12 } 0 0

✓5

1 ① 6

+++ 11 ② 38

+++ 1 ⑥ 33

11 ② 11

1 ① 6

0

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④5 1 ① 6

18

Mim
Tix
/

~~ML~~

M

~~E~~ S

\$2 & Under

HH III (8)₄₄

HH III (8)₃₆

\$3-5

HH HH I (11)₄₆

HH III (8)₄₄

HH HH I (11)₅₀

\$6-10

HH HH (10)₄₂ II

(2)₁₂ I

(1)₅

\$11-15

III (3)₁₂

II

(2)₉

V5

1111

(4) 22

1111 11

(12) 67

11

(2) 11

(18)

Unest

L

M

S

0-10

$$42 \left\{ \begin{array}{l} 25 \\ 17 \end{array} \right.$$

$$45 \left\{ \begin{array}{l} 35 \\ 6 \end{array} \right.$$

$$50 \left\{ \begin{array}{l} 32 \\ 18 \end{array} \right. \checkmark$$

11-20

21-30

$$37 \left\{ \begin{array}{l} 29 \\ 8 \end{array} \right.$$

$$39 \left\{ \begin{array}{l} 17 \\ 22 \end{array} \right.$$

$$28 \left\{ \begin{array}{l} 14 \\ 14 \end{array} \right. \quad \underline{18} \quad 9$$

31-40

41-50

DK

$$21 \left\{ \begin{array}{l} 17 \text{ (60-58)} \\ 4 \end{array} \right.$$

$$16 \left\{ \begin{array}{l} 6 \text{ (50)} \\ 10 \end{array} \right.$$

$$22 \left\{ \begin{array}{l} 84 \text{ (48)} \\ 18 \end{array} \right.$$

(99)

(100)

100



24

L

0-5

||||

4 176 |||

6-10

||

2 8 ||||
252

11-15

||

2 8

16-20

||

2 8 1
162

21-25

+++ 1

6 25 ||

26-30

1

1 4 1

31-40

1

1 4 ||

41+

~~33~~ ~~50~~ ~~54~~ ~~40~~ ~~62~~ ~~31~~ ~~50~~ ~~35~~ ~~40~~ 3 ~~40~~ ~~48~~ ~~38~~
 65 52 21 3 17

DK

1

1 4 ||
252

18

M3 17 ||4 22 +++
348

0 1

1 6 |||
222 || ||1 6 12 || 1
2 || ||||
28

12

S2 92 ||5 232 ||||
3221 5 ||3 142 |||
1922 921 52 11 52 13 142 1
4 182 ||
322

av 31+ = 542

432

422

15



Cities/Town (est 1975 pop)

250k+ 58

100-250 105

50-100 k $\frac{230}{393}$



DEC 10 1982

Star Ledger 12-5-82

Measure targets scofflaw 'option'

A bill pending in the Assembly would permit municipalities to hire private agencies to collect delinquent parking tickets.

The legislation, sponsored by Assemblyman Harry McEnroe (D-Essex), is designed to raise revenue now lost from unpaid tickets, free police for other work and reduce backlogs and tie-ups in municipal courts.

Millions of dollars in unpaid tickets have mounted up in some of the state's biggest cities, largely because state and local officials have failed to follow through on the recordkeeping. The Star-Ledger reported last week that scofflaws owe Newark at least \$14 million and Jersey City approximately \$10 million.

The New Jersey League of Municipalities legislative committee has endorsed the bill as "a very cost-effective mechanism to pursue scofflaws" that "will free police to perform other duties."

Gom

per am phone conversation

Jay Butler

City Size

Large

Medium

Small

Very Small

Large

Medium

Small

Very Small

Large

Medium

Small

Very Small

Large

Medium

Small

Very Small



New computer systems nab scofflaws and put urban workers in party mood

By RICHARD GOLDENSOHN

Late last May, Joan Caputo, the Bayonne traffic violations clerk, decorated the municipal court's file room for the big day.

There was wine and cheese. Balloons were released from the window and an award was given to the cop with the best penmanship.

"We had a real blowout here," said Shelia Nevins, an administrative secretary in the city's department of public safety.

For the first time in memory, the Bayonne traffic violations department had caught up on its work.

Less than three years before, the municipal court seemed hopelessly bogged down with two-and-a-half years worth of unpaid parking tickets piled up and an estimated \$500,000 in revenue from them outstanding.

But with the help of an outside computer data processing service, Bayonne, like about 80 other municipalities around the state and many more across the country, is catching up with scofflaws.

"It's a modern world," said Nevins. "We have to go along with the amenities we have nowadays."

The use of sophisticated computer processing services to track down holders of unpaid parking tickets may strike fear in the hearts of frazzled shoppers and business people who are down on their luck at the parking meters, but they are definitely the wave of the future.

The services, known as "traffic violations control" systems, were pioneered in New Jersey by East Orange in 1968.

That system, designed by Joseph Svoboda, head of the city's electronic data processing department, and continually updated by him, now serves 16 New Jersey municipalities through inter-local cooperation agreements.

A private data processing firm based in Clifton, Computil, an affiliate of the Elizabethtown Gas Co. and a subsidiary of National Utilities and Industries Corp., started signing up New Jersey towns for a similar

service in 1972.

Today, that firm services 65 New Jersey municipalities, processing more than a million traffic violations annually.

Warren Russell, who heads Computil's traffic violations control service, said he believes the processing of traffic tickets requires more than a just a computer and that some municipalities' attempts to do the processing on their own computer systems without benefit of programs like the ones developed by Svoboda or Computil are doomed to failure.

"I won't say it can't be done," said Russell. "But they don't do it. It gets fouled up for more reasons that I know of."

Unlike a regular collection agency, or a standard billing procedure, traffic violations collection must be closely tied in with the municipal courts and the state Division of Motor Vehicles (DMV).

If a person fails to pay a parking ticket by the date of the court appearance, for example, a failure-to-appear notice must be sent out giving the person another opportunity either to pay or to appear at a new trial date.

Following the second trial date, if the person still does not appear, the municipal court may issue a warrant for arrest and a notice of the warrant must be sent to the individual. At each stage a penalty raises the amount owed.

To handle this work, the computer service picks up batches of unprocessed carbon copies of parking tickets almost daily from the most active cities.

All the notices needed are printed out at the computer service, put into envelopes and delivered to the municipalities for mailing.

The computers are programmed to automatically select the names of scofflaws who owe more than five parking tickets in any one New Jersey municipality and, with the concurrence of local authorities, those names are sent to the DMV.

The DMV then issues a notice that the driving license of the offender will be suspended unless the tickets are paid.

"Ninety per cent of the time, people come in immediately and pay" after they have received a suspension notice, said Anthony R. Pillo of the Elizabeth traffic violation bureau.

But the problem is that without an up-to-date processing of tickets, it may take years to track down a scofflaw and forward the name to Trenton.

Pillo said that Elizabeth, which was one of Computil's first customers, decided to try to save money by processing its own parking tickets on the city's newly purchased computer system after Computil raised its prices in 1980.

"That proved not to be the answer to our problems," said Pillo.

In May, Elizabeth, which issues about 100,000 tickets a year, returned to Computil, having developed a backlog which grew by about 70,000 tickets in the intervening two-and-a-half years.

Newark, which currently has a backlog of unpaid tickets worth \$14 million dating back to 1975, is also planning to process its own tickets on a new computer system that is scheduled to be operational in January.

Instead of working with an outside service, Newark, which issues between 1,000 and 1,500 tickets a day, paid East Orange \$100,000 for the "software" of the system Svoboda developed so it could use the programs on its own computers.

Newark Assistant Business Administrator Thomas Banker said that clerks are currently keying in backlogged and current tickets at the rate of about 2,000 a day.

Meanwhile, cities such as Union City, which once had 23 workers in the court clerk's office and now has 10, are delighted with the outside service of the type provided by Computil and East Orange.

In the middle of 1981, the city had a backlog of 140,000 parking tickets for which no notices had been sent out.

Computil was hired to handle the backlog and city court clerk Albert Cerulli said that the number of notices sent out on unpaid tickets is now limited only by the number of people the court clerk's office can manage to process when they pay up.

11

Parking Violations Worksheet (KLC) Group (Circle) Large Medium, Small

(#9) pil
lock box (#12c) Ticket Volume

Resp Code	Local		Parking		Moving		Total		(#12d)	(#12e)
	Y	N	Y	N	#(K)	\$(K)	#(K)	\$(K)	Backlog	Uncollected
101	-				121		89	210		252 - all ag?
102	X		DK		350	1,750	270	13,500	ok	252 - all ag?
103	X		X		2,125	23,000	375	2,500	2 days	52(?)
104	X		X		405		45	450	2-5 days	332 - all ag?
113	X		X		650	3,585	60	2,250	2 day max	?
117	X		?		292	3,212	219	4,549	1 day	502 new: boot
118	?				396		?		1 day	132
120	X		X		1,400	17,000			2 days	252 new vendor gone
123		DK			360				2 day	52
200 (OK)	X				500				0	252
201	X		DK		677	3,173	190	3,500	?	62
202	X		X		525	5,100			?	262 out of state prison
203 (WA)	X				435	4,000	100,000	3,000	0	122 out of state improving
700 TX	X	X			181	2,262	420	15,980	?	542 better process
701	-				110		-		0	252 no way to get
702	DK				730		1,095	1,825	0	252 move people
703 MD	X	X			300				2 days Parking	52
704 FL	X	X			160	600				72
705 (TX)	X				1,000	4,500			200 days (but off 12th in 1973)	21 Denver Post
709 (TX)	X				220		187	407	100 days	402 no way



Parking Violations Worksheet (100) Group (Cinder) Large, Medium, Small

(#9) Lockbox (#12c) Ticket Volume

Lockbox	Resp.	Local		Parking		Moving		Total		(#12d)	(#12e)	
Code	Y	N	Y	N	#(K)	\$(K)	#(K)	\$(K)	#(K)	\$(K)	Backlog	Uncollected
108	X?				46	66	54	500	566		2 days	285 military
110	X?		X?		225		15				1 day	105
114	DK				146		146		292		0	DK
115	DK				70						0	38 new prov.
119	DK				164						-	302 boot?
122	DK				216	700					1 day	202 drive the hard?
124 ^{KL}	X				64						2 wk	502 need more comp time
204	DK				1,500						0	13
205	X		DK		440	3,500					4 mo	202
206	DK				110	200	20	150	130	270	-	25?
207	DK										0	105
208 ^{Co}	X				40	107	8	83	48	190	2 mo(?)	52
209	X		X		-						DK	105
128	X		DK		244	250	DK				5 days	?



Parking Violations Worksheet (KCU) Group (circle) Large, Medium, Small

(#9) Lockbox (#12c) Ticket Volume

Resp	Local		Parking		Moving		Total		(#12d)	(#12e)		
Code	Y	N	Y	N	#(K)	\$(K)	#(K)	\$(K)	#(K)	\$(K)	Backlog	Uncalled Sles
105	X?				5	65	174	435	22	500	0	10?
106	X		DK		73	740					1 dg	40? call dg?
107	DK				32	327	27	227	39	455	1 dg	60? hand call dg
109	DK				58	145					1 wh	30? ok
111	DK				73	8100					2 mo - on-line	20? on-line
112	X		DK		182	31	104	223	280	254	1 dg	22
116	DK				30	4m					2 mo	4P? state from? Boat?
121	DK				55	8355	8	114	63	469	1 dg	152 out of state in prison
125	X		X		36	80					1 dg	255 boat?
126	X		X		23	195					big - new sys	38? new sys
213 WA	X				250						0	30? need new proc
211	X		X		120						1 yr no goal	10? Jan 17
21 CA	X				61	500					1 mo(?)	25?
213	X		X		90	200	50	200	140	400	14 dg	10?
214	X		X		55	250					3 mo many w/over	20?
702 AB	X				18	6	2	525	20	531	0	0
707 (KS)	DK				50						1 mo	DK - new sys
708	X				288		14		16		DK	DK
127	DK				65	264					1 dg	DK

U

Ycut

250K plus

Completed interview

1. Tucson, AZ 330K #45 (2/1)
2. Phoenix, AZ 765K #11 (12/1)
3. San Francisco 679K #14 (12/1)
4. Pittsburgh 424K #31 (12/8)
5. Milwaukee 636 #18 (12/8)
6. Memphis 646 #15 (12/9)
7. St Louis 453 #27 (12/9)
8. Boston 563K #21 (12/9)
9. Buffalo 358K #39 (12/10)

10. Multnomah County 563K #40

11. Multnomah County 563K #40 (Portland ORC 336K #36)

12. Denver County, CO 1,500K

13. Long Beach, CA 365K #37

14. San Diego, CA 875K #8

15. Seattle, WA 450K #24

16. Baltimore 787K #9

17. Tampa 271K #53

18. Indianapolis 1,000K #13

19. Houston 1,600 #5

20. Dallas TX (904K) #7

21. Miami 347K #41

22. Los Angeles 2,867 #3

23. San Antonio (1,65K) #10

24.

25.

26.

27.

28.

29.

By mail

1. Philadelphia 1,668K #4
2. ~~Chicago~~
3. Detroit 1,200K #6

Scheduled

1. Atlanta 4125K #30
2. New York City 7,011K #1
3. Chicago 3,005 #2
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
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- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.
- 20.

Summary P

Nashville, TN 456K #26

RB

City of 49 hours (25) RB

RB

RB

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RB



Ycut

50K +

Completed Interview	By mail	Scheduled
1. New Britain (GAIS) 80K 12/2	1.	1.
2. Evanston, IL 73.7K 12/3	2.	2. Aurora, IL 81.3
3. Appleton, WI 59.4K 12/6	3.	3. Portland, ME 61.6
4. Albany, GA 90K 12/7	4.	4.
5. East Hartford ^{CT} 56K 12/7	5.	5.
6. Janesville, WI 53.2K 12/7	6.	6.
7. Charleston, SC 70K 12/9	7.	7.
8. Niagara Falls, NY 71.4K 12/10	8.	8.
9. New Britain CT 73.8 12/13	9.	9.
10. Framingham MA 79.0K 12/13	10.	10.
11. Scranton, PA 86K 12/14	11.	11.
12.	12.	12.
13.	13.	13.
14. Oshkosh, WI 80K Laura	14.	14.
15. Bloomington, IN ~52K Laura	15.	15.
16. Bellevue, WA 80K RB		
17. Salem, OR 90K RB		
18. Redondo Beach, CA 65K RB		
19. San Jose, CA 84K RB		
20. Scottsdale, AZ 95K RB		



Xcut 100K+

Completed Interviews

1. Columbus, GA 169-185K #88 (12/3)
2. Madison, WI 175 #84 (12/6)
3. Chattanooga, TN 170 #87 (12/6)
4. Knoxville, TN 183 #175 (12/8)
5. Tucson, AZ 116.9 #134 (12/9)
6. Cedar Rapids, IA 110K #141 (12/10)
7. Peoria, IL 124.2K #126 (12/10)
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.
16. Mesa, AZ 150K RB #1102
17. Salt Lake City, UT 163K RB #90
18. Lakewood, CO 112K RB #158
19. Pueblo, CO 102K RB #165
20. Tempe, AZ 106.7K RB #147

By mail

1.

2.

3.

4.

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20.

Scheduled

1. Peoria, IL
2. Allentown, IL
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.
- 20.



~~Source~~ ~~File~~ Sp

	Large	Medium	Small	Av
Mon	9 (supplement)	35	(45)	30
In H	(48)	21	20	33
Offa - Car	35	(50)	35	40
Compl	≈ 15	0	10	25 10

Bater, moving to inquiry

Plans: genl upgrading



Sat.

Large

Med

Sm

Av

Man

3.5

3.0

3.2

3.2

In-H

3.9

3.7

4.1

3.9

Other Gr

4.0

3.9

3.3

3.7

~~Other~~

Man - Med/Ly - Auto

Sm - about $\frac{1}{2}$ auto



- Backlog - gen'l : in good shape

Lg - 10? (v. high)

Med < 10? - high

Sm 15? (all taking steps)

- Uncollectibles 20? or more (inc D/C)

Lg : 50?

Med 50?

Sm 60?

	Lg	Med	Sm	
Don't Care/Can't help	111	111	111	11 (28?)
Policy				
New princ/pers	111	11	11	6 (21)
Donna but	11	1	11	4 (14?)
Coll Ag	111		1	4 (14?)
Better Processing	111	1	11	4 (14?)
Out of State	1		1	



In-house advantage overwhelming

Control (lg)

Cap (Experience, tailoring)

Cost

based on
little knowledge

Small = image



Conrad User Profile

Lg

302

(Call Ag

(Non-profit

Consr - proc

out of state

(Overlone proc

Med - none

Sm

102

Proc^(new) (if had reason, wouldn't)

Proc



Considering -

2 lg new considering

2/3 exposed

Proc

out of state

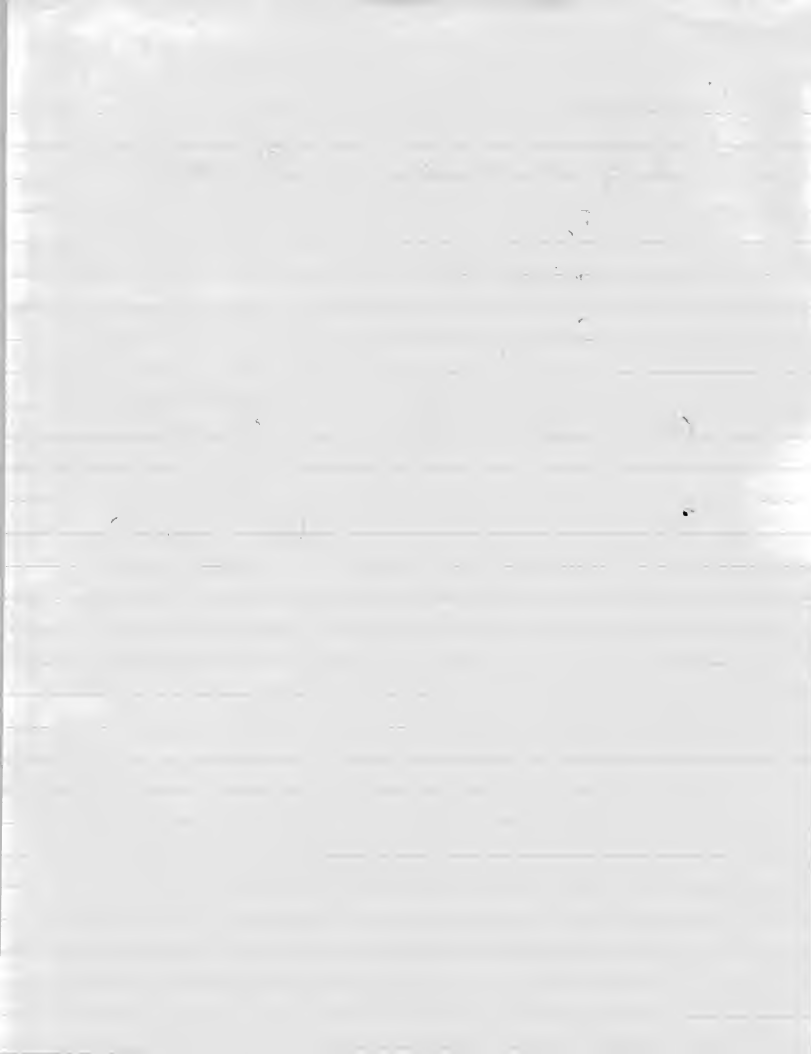
Call ag

Med - Neutral / Neg

152 exposed

San

252 exposed



Rel Size Loc Turn & Ret Feet

Lg (5.0) 3.0 3.4 (4.9) [4.2] [4.3] [4.3]

Med (5.0) 2.3 3.1 (4.8) (4.9) [4.6] 3.9

Sm (4.8) 2.6 2.7 [4.3] (4.7) [4.3] [4.4]



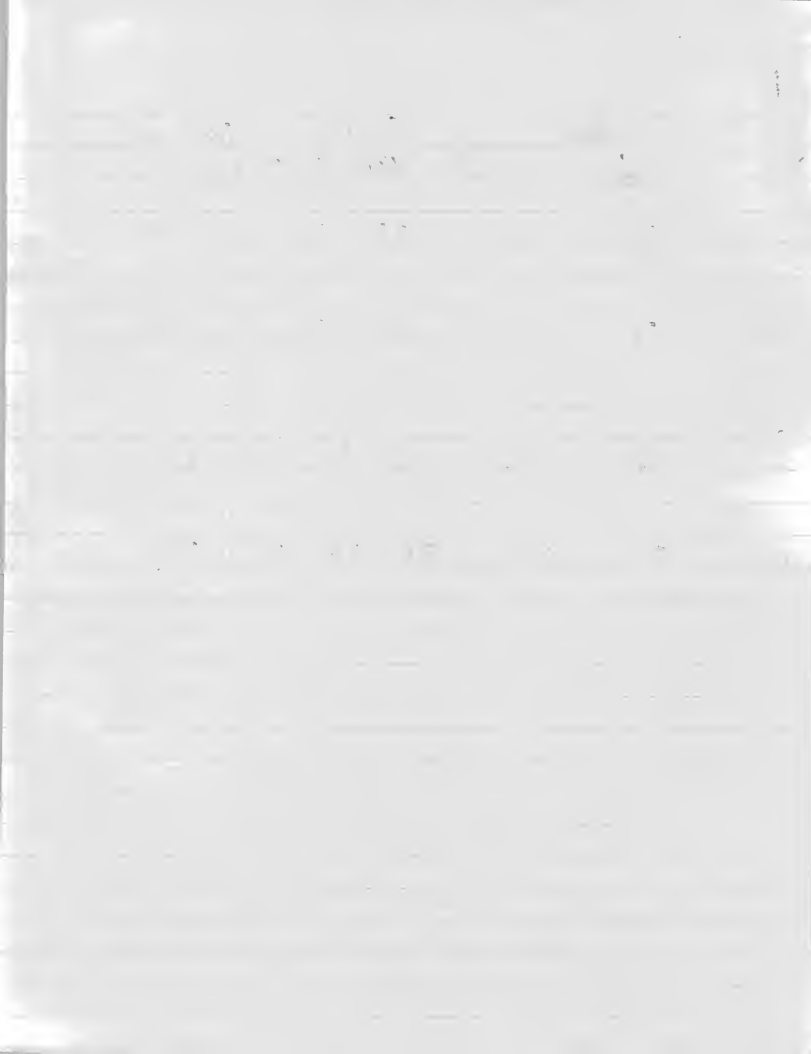
	<u>Bank</u>		<u>Comp Serv</u>		<u>Spec</u>	<u>Hw</u>
	<u>Local</u>	<u>Out of State</u>	<u>Nat'l</u>	<u>Local</u>	<u>Var</u>	<u>Co</u>

Lay	2.5	1.8	2.8	3.4	4.0	1.8
-----	-----	-----	-----	-----	-----	-----

Med	2.1	1.9	2.6	2.9	3.8	2.1
-----	-----	-----	-----	-----	-----	-----

<u>Sum</u>	2.9	2.2	2.9	3.8	4.3	2.5
------------	-----	-----	-----	-----	-----	-----

Av	2.5	2.0	2.8	3.4	4.0	2.1
----	-----	-----	-----	-----	-----	-----



Regional, some batch, pretenses govt

Natl Shorebank no fit N

DP of S Recor takeover, no decision ?

Deuman Finl service target N

(MS) Three ~~PM~~ "Always interested in good deals" (Y)

(CA) NCA Corp Like to use cycles, not sure about getting involved in making Y?

Bank ^{Data} Service Co

TX "don't understand, but even if deal; no interest" N

Co only do banks N

(NC) trying to diversify (Y)

MN mild interest, believe not enough prop in area ?

TX hurt image N

11

Parking Violations Worksheet (YOUT) (Group Circle) (Large Medium, Small) (# 7 & 8) Doing business with a Contractor:

Resp	Consider Contractor?	Formal Contract	Selection Criteria Imp									
Code	Y/N	Reason	Bid?	Length/Term	Rel	Size	Loc	Turn	S	Ref	Feat	Cont Sec
101	X	Call Agency only	Y		*							
102		X	Y	DK	5	2	3	4	5	5	4	
103	X	Looked at 6 yrs ago	Y	DK				5	5		5	
104	X	for out of state, looked at Data Com	Y	-	5			4	5	5	5	Vol.
113	X	Talked to "Boston-based firm"	Y	-	*							
117	U	Call ag (GC Service: TX)	Y	1 yr annually renewable	5+	5	5	3	4	5	4	
118	U	Non-profit Police Dept spin off	Y	2-3 yrs	5	4	5	4-5	5	5	4	
120	U	crisis situation	Y	1 yr - new RFP each yr	5	4	5	4	4	5	4	
123		X	Y		*							
200		X	Y	neg	5	20	2	5	5	4	3	
201		X	Y	1 yr	5	1	4	5	5	4	5	
202	U	out of state	Y	3 yrs	5	2	2	5	5	4	5	
203		X	Y	1 yr	5	5	2	5	4	4	5	
203	X	Looking at Data Com's other Task force	Y	1 yr test	5	3	4	5	4	4	5	
204	X	Salva calls	Y	-								
202		X	Y	1 yr	5	3	3	5	0	3	4	
203		X	Y	-	5	3.5	4	5	5	3.5	3.5	
204		X	Y	1 yr renewal for good perf	5	4	3	5	3	5	5	
205	X	for out of state	Y	neg	5	2	2	5	4	3	4	
209	X	formerly used Teen Vehicle Info Co	Y	1 yr w/option to cancel	5	2	4	5	4	4	5	
					5.0	4.5	4.5	4.5	4.5	4.5	4.5	
					5.0	3.0	3.4	4.9	4.2	4.3	4.3	



Parking Violations Worksheet (VCUT) Group (circle) Large, Medium, Small

(# 7 & 8) Doing business with a Contractor:

Resp Consider Contractor?			Formed Contract	Selection Ontario Imp							
Code	Y/N	Reason	Bid?	Length/Term	Rel	Sec	Loc	Term	S	Ref	Feat
108	X	No need	Y		*						
110	X	No need	Y		5			5	5	5	
114	X	No need	Y		*						
115	X	Contractor by call ag	Y		5		3	4	5	5	4
119	X		Y		5			5	5	5	
120	X	Setting up county-wide sign	Y								
124	X	used collector agency - lawsuit involved	Y		*						
204	X	Volume not appropriate			5	2	4	5	4	5	5
205	X	previous problems city has had	Y		5	2	2	5	5	4	5
206	X	low cost now	Y	1 yr than before	5	2	3	5	5	5	5
207	X	low volume	Y		5	4	5	5	5	5	5
208	X	were approached	Y		5	1	3	5	5	3	3
209	X		Y		4	3	2	4	5	4	4
128	X	No need	Y		5				5		
					5.0	$\frac{14}{6}$	$\frac{22}{7}$	$\frac{43}{9}$	$\frac{49}{10}$	$\frac{41}{9}$	$\frac{31}{8}$
					5.0	23	3.1	4.8	4.9	4.6	3.9



Parking Violations Worksheet (YCU) Group (Circle) Large, Medium, (Small)

(# 7 & 8) Doing business with a Contractor:

Resp	Consider Contractor?		Formed	Contract	Selection Criteria Imp							
Code	Y	N	Reason	Bid?	Length/Term	Rel	Sze	Loc	Turn	S	Ref	Feat.
105		X	Too small	Y		+						
106		X	maybe call ag	Y		5				5	5	an call ag
107		X	call ag any	Y		5		3	4	4	5	
109		X	Too small	Y		5				5		5
111		X	considered call ag - too expensive	Y		+						
112	X		have been approached	P						5		5
116		X	call ag, consider	Y						5	5	5 an call ag
121		X	legal notice	Y		+						
125		X	low volume	Y		5	3	2	4	5	5	4
126	U			Y	within 6 mos, then 1 yr	5	1	1	5	5	5	5
210		X	Low volume			3	3	2	4	4	3	4
211		X	Poling	Y	1 yr	5	3	3	4	5	4	4
212	X		used to be in past	Y	1 yr	5	3	4	5	4	4	5
213	X			Y	1 yr	5	4	3	4	5	3	4
214	U			Y	6 mo init	5	1	3	4	4	2	5
706		X	Low volume	Y	3 yrs	5	2	2	4		5	2
707		X	DP too new	Y		4	3	3	4	5	5	5
708		X	No need	Y		5		3	5			
727		X		Y:		+						
						6/15	12/9	30/11	47/4	61/13	51/12	53/12
						48	26	27	43	47	43	44

1

Parking Violations Worksheet (YCU) Group (circle) Large Medium, Small (#11) Comfort in doing business w/r:

Bank		Comp Service Firm					Gen'l	Comment
Resp	Local	Out of State	Nat'l	Local	Spec Vnd	HW Co		
Code	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason		
101	1 Local probs	1 Local probs			5			pass: Call Agency
102 *								① pass: Call Agency ② "all academic" "will not use"
103 *								
104					5			Use as call agency
113 *								Will not consider using
117					5			call ag.
118	2	2	3	2	5	1		
120	3	2	4	4	5	2		
123	1	1	1	1	1	1		will not consider using
200 *								Are a supplier (S)
201	5	1	3	5	4	2		" (S)
202	3	2	4	4	4	3		
203	3	3	3	4	5	3		
700	2	2	4	4	4	2		
701 DR		2	2	2	2			Use bank now
702		2	2	2	2			use now because of backlog
703	4	2	2	4	4	1		need specialist
704	2	1	2	2	2	2		open minded, but uncomfortable
705	2	2	4	4	5	1		
709	2	2	2	4	4			
710	2	2	2	4	6	2		
12	12	12	12	12	15	11		
2.5	1.8	2.8	3.4	4.0	1.8			

Parking Violations Worksheet (YCLT) Group (circle) Large, Medium, Small (#11) Comfort in doing business with:

Resp	Bank		Comp Service Firm		Spec Vnd	HW Co	Gen'l
	Local	Out of State	Nat'l	Local			
Code	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Comments
108 *							
110 *							
114 *							
115 *							
119 *							
122	1	1	1	1	1	1	
124	1	1	4	4	4	1	
204	-						
205	1	1	3	3	4	3	
206	3	3	3	1	4	2	
207	3	2	3	4	5	2	
208	3	3	3	3	4	3	
209	4	3	3	4	4	4	
128	1	1	1	3	4	1	
$\frac{17}{8}$	$\frac{15}{8}$	$\frac{21}{8}$	$\frac{23}{8}$	$\frac{30}{8}$	$\frac{17}{8}$		
2.1	1.9	2.6	2.9	3.8	2.1		

Parking Violations Worksheet (YCLT) Group (circle) Large, Medium, Small

(#11) Comfort in doing business with:

	Bank		Comp Service Firm					
Resp	Local	Out of State	Nat'l	Local	Spec Vnd	HW Co	Gen'l	
Code	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Imp Reason	Comments	
105 *								
106	1	1			5		at coll ag	
107					5		at coll ag	
109 109								
111 *								
112 *								
116 *								
121 *								
125 *								
126	2	1	3	5	5	2		
210	4	3	3	3	4	2		
211	4	3	3	3	4	2		
212	3	2	3	4	5	3		
213	3	3	4	4	5	3		
214	5	4	4	4	5	4		
706	2	2	3	3	4	-		
707	3	2	3	4	4	3		
708 *	4	2	2	3	2	-		
127	1	1	1	5	4	1		
<u>52</u>	<u>24</u>	<u>29</u>	<u>38</u>	<u>52</u>	<u>20</u>			
11	11	10	10	12	8			
2.9	2.2	2.9	3.8	4.3	2.5			

Parking Violations Worksheet (YCU) Group (circle) Lang, Medina, Sosa
 # 1-5 (points) Type of processing & satisfaction

Resp	Manual ⁵	In-house ²	Other Govt ³	Comm'l ⁴				
Code	Sat	Changes	Sat	Changes	Sat	Changes	Sat	Changes
101	5	automatic disk or other sort		5				
102				2-Rel 5-Feed	Upgrade			
103			5	Upgrade				
104				3c				
113				5	Add out of state			
117				4.5	Upgrade			
118						5		
120						5		
123				4	Upgrading			
200			4	minor upgrade				
201			5	reduce downtime				
202			4	HW upgrade				
203			2		5			
700			5					
701			5	None				
702					2	old, doesn't meet needs		
703			3.5	adding on-line				
704			3.5					
705	2	on-line inquiry	2	Under study				
709			4	more on-line				
7hr 35		93/11 3.9		34/8 4.0			4*	



Parking Violations Worksheet (YCU) Group (circle) Large, Medium, Small

1-5 (points) Type of processing & satisfaction

Resp	Manual		In-house		Other Govt		Comm'l	
Code	Sat	Changes	Sat	Changes	Sat	Changes	Sat	Changes
108					<u>4</u>	on-line		
110					<u>5</u>	None		
114					<u>5</u>	None		
115	<u>2</u>	upgrade 2-5 yrs			<u>3</u>	on-line upgrade		
119			<u>5</u>					
122					<u>4</u>	None		
124					<u>3</u>	adding terminals		
204	<u>4</u>	move to diff agency						
205			<u>4</u>	new terminals				
206			<u>2</u>	upgrade				
207	<u>2</u>	automate						
208	<u>4</u>	automate 1983						
209			<u>3</u>		<u>3</u>			
128	<u>3</u>	like to automate						
154	3.0		11/3	3.7	27/7	3.9		

Parking Violations Worksheet (XCVI) Group (circle) Large, Medium, Small

1-5 (points) Type of processing & satisfaction

Resp	Manual		In-house		Other Govt		Comm'l	
Code	Sat	Changes	Sat	Changes	Sat	Changes	Sat	Changes
105	3	like to automate						
106	2	need on-line reporting			2	Add CRT for on-line ing tie to state		
107					5			
109	4	little on-line			4	Little on-line		
111	3				3			
112			4.5		1	adding lagging		
116	4	more RJE	3.5	going to city type	4			
121	4				4	More		
125					4	upgrade		
126					2	just starter		just starter
260	3	None						
261			4	on-line				
212			4	None				
213	3	Automate						
214	For none						?	
706	5	none	4		2.5			
707					?			
708			5	none				
127	3	None						
29/9	3.2		165/4	4.1	23/9	3.3		

11

11

Parking Violations Worksheet (YCU) Group (Circle) (Large), Medium, Small

(#6) Advantage/Disadvantage: In-house + Contractor

Resp In-House Contractor

Code	Advantage	Disadvantage	Advantage	Disadvantage
101	Control Cost Sec		Legal issues	
102	Cost Security			
103	Exp Tailoring is Volume		Good for small cities	Can't handle is when
104	Cost Sec is when		Good for small cities out of state	Legal - state law make parking tickets criminal
113	Exp Tailoring Cost		0	Cost
117 U	Tailoring Cost		Call ag (now using)	No need
118 U	Exp Tailoring	personnel cost	personnel savings cost	
120 U			Expensive, personnel savings	
123	Control, tailoring			as is
200	Control Cost			
201	Cost			
202	Control			bad exp.
207	Cost, DB occur	HW resources	out of state	Cost
200	Cost DB occur	HW resource	out of state	Cost, Tailoring
201	Turnaround			Turnaround
202	Control			Control
203	Expensive			Cost rely
204	Control		Call ag.	
205	Costs			Each expensive, courts not favorable
209	Control	Can't make as many demands	Can make demands	Turnaround
Control \$90			out of state 2	Cost 4
Exp Tailoring \$7			Call ag 2	Cap 4 (n'l, qual)
Cost 7			sm cities 2	Pat 3 (Turnover)
Pat 4			Cost 3	Legal 2
28		3	Other 3	Other 1
			12	13



Parking Violations Worksheet (VCU) Group (Circled) Large, Medium, Small

(#6) Advantage/Disadvantage: In-house + Contractor

Resp	In-House	Contractor
Code	Advantage	Disadvantage
108	State-made net good staff	None
110	experience	Call eg (??)
114	Fortlong	
115	experience	cost
119	experience	cost
122	experience	
124	Fortlong cost	limited resources Legal restriction - claim within 90 days call eg (14)
204	-	-
205		responsiveness
206	Control cost	more up to date
207	Control	
208	Control	
209	Cost	cost
128	local knowledge	image
Control 3		1
Exp/Relay 3 67	1	
Cost 3		cost 3
Part 1		part 2
14		image 1
		Legal 1
		7

Parking Violations Worksheet (VCUT) Group (Circle) Large, Medium, Small

(#6) Advantage/Disadvantage: In-house + Contractor

Resp	In-House	Contractor
Code	Advantage	Disadvantage
105		
106	cost already have capability	
107	expense	Emergency
109	Tie to state wide	cost complaints out of state
111	cost expense	cost
112	better image cost	
116	control, image	cost
121	tailoring cost	Legal - criminal offense - cost use outside (AT)
125	control, cost	image
126	cost	no resources, staff cost
210		
211	convenience DB access	
212	control	speed, control
213		
214		cost/efficiency out of state
206		
207	control, cost	cost for very small area
208	have resources	cost contract security
127	image	image
Control	4	3
Exp/Training	5	
Cost	2	6
Part	3	Part
Image	3	Image 3
	22	Other 2
		13

11.

PARKING VIOLATION QUESTIONNAIRE: USER

Hello, my name is _____ and I am with INPUT, a research and consulting firm. We would like you to take part in a study on the processing of parking violations. The information you provide will be used for statistical purposes only and neither you nor your organization will be identified or linked to any information. In return for your cooperation, we will send you a summary of the study when it is completed. (NOTE: IF RESPONDENT REQUIRES, ASSURE THAT NO SALESMAN WILL CALL AS A RESULT OF THE INTERVIEW.)

- I. How do you process parking violations now? (PROMPT AS NECESSARY; MAY USE MORE THAN ONE METHOD OF PROCESSING.)
- () Manual (go to question 5)
 - () In-house computer system (i.e., under control of respondent's organization) - Question 2
 - () Another government agency - Question 3
 - () Outside (i.e., commercial) service bureau or contractor - Question 4
 - () Other (describe) _____

IN-HOUSE

- 2a. What hardware is used?



2b. What is the source of the software? (PROMPT AS NECESSARY)

- () Respondent's staff.
- () Staff of another agency.
- () Consultant or contractor.

Who (name)? _____

- () Software package?

Which one? _____

2c. Do you provide processing service for any other jurisdictions?

- () YES () NO

• If YES:

- About how large are the volumes?

- How has it worked out? Describe.

2d. What type of processing is used? (NOTE: REFER TO ATTACHED DEFINITIONS AS NECESSARY) For example:

- () Pure batch.
- () RJE input. (Remote job entry or remote batch)
- () On-line or interactive input.

Describe process. _____



- () On-line or interactive inquiry.

Describe process. _____

- IF BATCH OR RJE: Have you considered switching to an on-line system?

() YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____%

- 2e. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

- Why? _____

- 2f. What changes do you plan to make?

- Why? _____



USE ANOTHER AGENCY

3a. What hardware is used?

3b. What is the source of the software? (PROMPT AS NECESSARY)

- ☐ Respondent's staff.
☐ Staff of another agency.
☐ Consultant or contractor.

Who? (name) _____

- ☐ Software package?

Which one? _____

3c. Do you provide processing service for any other jurisdictions?

- ☐ YES ☐ NO

• If YES:

- About how large are the volumes?

- How has it worked out? Describe.



3d. What type of processing is used? For example:

- () Pure batch.
- () RJE input. (Remote job entry or remote batch)
- () On-line or interactive input.

Describe process. _____

- () On-line or interactive inquiry.

Describe process. _____

- IF BATCH OR RJE: Have you considered switching to an on-line system?

() YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____%

3e. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

- Why? _____



3f. What changes do you plan to make?

- Why?

3g. What is the name of the other agency?

SERVICE BUREAU/CONTRACTOR

4a. What type of processing is used? For example:

- () Pure batch.
- () RJE input. (Remote job entry or remote batch)
- () On-line or interactive input.

Describe process.

- () On-line or interactive inquiry.

Describe process.

- 4b. IF BATCH OR RJE: Have you considered switching to an on-line system?
() YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____ %

MANUAL

- 5a. How many people are involved in the processing of parking tickets?

- 5b. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

• Why? _____

- 5c. What changes do you plan to make?

• Why? _____

6. In general, what do you see as the advantages and disadvantages in performing processing in-house as opposed to using an outside contractor?

	ADVANTAGES	DISADVANTAGES
In-House		
Contractor		

IF NOT USING A CONTRACTOR: ASK 7a and 7b.

IF USING A CONTRACTOR: GO TO QUESTION 8.

- 7a DO NOT ASK IF NOW USING A CONTRACTOR: Has your jurisdiction considered using an outside contractor?

() YES () NO

- Why? _____

- 7b. If you were to use an outside contractor:

- Would there be a formal, competitive bidding process?
 () YES () NO

- How long would the contract typically be? _____
 - What provisions would there be for renewal?

- About how important for your jurisdiction do you think each of the following criteria would be in selecting a contractor?

CRITERIA	IMPORTANCE*	COMMENT
Reliability		
Vendor size		
Vendor location		
Turnaround time		
Price		
References		
System features		

* 1=Low; 5=High

GO TO QUESTION 9.

8. IF NOW USING A CONTRACTOR: In selecting a contractor:

- Was there a formal, competitive bidding process?

() YES () NO

- How long is the contract?

- What provisions are there for renewal?

- In contractor selection how important for your jurisdiction do you think each of the following criteria should be? (NOTE: IMPORTANCE MAY BE DIFFERENT FROM THAT ORIGINALLY USED AT TIME OF ORIGINAL SELECTION.)

CRITERIA	IMPORTANCE*	COMMENT
Reliability		
Vendor size		
Vendor location		
Turnaround time		
Price		
References		
System features		

* 1=Low, 5=High

9. Do your laws and regulations allow the use of bank lockboxes to process payments?
() YES () NO

- If YES: Must this be a local bank?
() YES () NO

- 10a. If a person ignores a parking ticket, what actions are taken? (DON'T PROMPT)

- () Fine increases
- () Privilege revoked (e.g., drivers license, registration)
- () Referred to third party
 - () Sheriff, etc.
 - () Collection agency
- () Other describe _____

- 10b. Please describe the procedure.

11. In using a contractor please tell me how comfortable you think your organization would be in having the following kinds of organizations serving as a contractor to you (1=Very uncomfortable, 5=Very comfortable)

TYPE OF CONTRACTOR	RATING	REASON
A bank from your state		
An out-of-state bank		
A national computer services firm		
A local computer services firm		
A firm that specialized in traffic violations processing		
A computer hardware company		

12. I would like to get some baseline data relating to your organization.

12a. What is the population size of the jurisdiction? _____

12b. What is the minimum amount that a violator pays for a parking ticket? \$ _____

- What would this escalate to for non-payment? \$ _____

- 12c. How many traffic violations are issued annually, broken out by parking and moving violations?

	<u>NUMBER</u>	<u>DOLLAR AMOUNT</u>
Parking	_____,000	\$ _____
Moving	_____,000	\$ _____
Total	_____,000	\$ _____

- 12d. What is the current backlog, either in terms of tickets, days or dollars?
(GET SEVERAL BACKLOG MEASURES, IF POSSIBLE)

- What is the backlog goal?

- How will this be achieved?

12e. What is the uncollectibles rate? _____ %

- Is this increasing or decreasing?

() Increasing

() Decreasing

- What steps are being taken to improve it?

DEFINITIONS

Batch Services include data processing performed at vendors' site(s) where user programs and/or data are physically transported (as opposed to electronically by telecommunications media) to and/or from the vendor site.

RJE or Remote Batch is where the user sends data electronically to the vendor's computer, which schedules job execution according to the vendor's priorities and resource requirements, in a batch mode.

On-Line or Interactive Input is characterized by the interaction of the user with the system for data entry and transaction processing. The user is on-line to the program or files.

On-Line or Interactive Inquiry is characterized by the retrieval and processing of information by the user from a vendor-maintained data base, where the user is on-line to the program or files.



INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

Mr. Marshall J. Putterman
Senior Vice President
National Computer Utility Company
One Elizabethtown Plaza
Elizabeth, NJ 07207

Dear Jerry:

Enclosed is a draft copy of the final report for your review. After we receive your comments, we will prepare the bound version.

Sincerely,



Thomas O'Flaherty

TOF/lcg
Enclosure

INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

FL:

YCU

Mr. Marshall J. Putterman
Senior Vice President
Computil
One Elizabethtown Plaza
Elizabeth, NJ 07207

Dear Jerry:

Transmitted with this letter are six bound copies of the final report as well as an unbound copy if you wish to make additional copies of some or all of the report.

We at INPUT found this to be a stimulating assignment and I hope that we will be able to work with you again in the future.

Sincerely,

Thomas O'Flaherty
Principal Consultant

TOF:pjk
Enclosures



INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

January 27, 1983

Mr. Marshall J. Putterman
Senior Vice President
National Computer Utility Company
One Elizabethtown Plaza
Elizabeth, New Jersey 07207

Dear Jerry,

Enclosed is the revised nondisclosure provision which
I have signed.

Sincerely,



Thomas O'Flaherty
Principal Consultant

TOF:pjk
Enclosure



RIDER TO INPUT LETTER DATED NOVEMBER 4, 1982

- A. In the course of performing the consulting engagement, INPUT shall obtain confidential information. Confidential information is information which refers to Computil, its parent company, affiliated companies or its subsidiary company, past, present, and future business and research and development activities shall include all such information obtained by INPUT, including any and all of INPUT's employees, agents or other business associates assigned to Computil and any and all inventions and ideas made, conceived or composed, in whole or in part by INPUT in the performance of this Agreement.
- B. Except as specifically authorized by Computil, INPUT will never, directly or indirectly, use, disseminate, lecture upon, publish, or disclose in any way, any of the confidential information disclosed to INPUT or obtained by INPUT during the provision of services hereunder.
- C. Upon termination of the services provided hereunder, INPUT shall return to Computil all documents, records, notebooks, drawings, descriptions, tapes, and similar repositories containing confidential information disclosed to INPUT or obtained by INPUT pursuant to its services hereunder.
- D. INPUT shall promptly disclose to any person designated by Computil all inventions, improvements, designs, ideas, and suggestions, whether patentable or not, and all copy-rightable material (hereinafter collectively called "inventions and ideas") made, conceived, or composed by INPUT, jointly or solely, in the course of, or relating to, INPUT's services to the client. INPUT shall assign to Computil, or its successors or assigns, all such inventions and ideas, and the same shall become and remain Computil's exclusive property. INPUT shall provide all reasonable assistance to Computil in connection with the preparation or prosecution of any such patent application or copyright registration. INPUT's obligations under this Rider shall survive and continue after the termination of this Agreement.

INPUT

BY:  Ja 25, 1983

COMPUTIL

BY: _____



PROJECT WORK STATEMENT

TITLE ASSESSMENT OF MARKET FOR TRAFFIC VIOLATION SERVICECLIENT ComputilCONTRACT: ATTACHED _____ TO FOLLOW X LETTER _____ VERBAL XPROJECT LEADER T O'Flaherty (100) PROJECT CODE YCU SPRINT# _____DATE STARTED 11-08-82 PLANNED COMPLETION DATE 12-15-82LEVEL OF EFFORT (Professional Man Days) 17

DISTRIBUTION

CONTRACT FILE
LIBRARY FILE
NEW JERSEY
INPUT LTD.TOF
OriginatorTOF
Project ManagerTOTAL CONTRACT VALUE: \$ or £ \$23,000.00REVENUE DISTRIBUTION (% or \$) INPUT US 100% INPUT LTD _____

REIMBURSABLE EXPENSES: NO _____

YES X

EXP. BUDGET _____

TO COVER: TRAV: X
TELE: X
RPT. PREP.: X
OTHER: _____BILLING SCHEDULE DESCRIPTION 1/2 on authorization, 1/2 on completionPROJECT DESCRIPTION To assess market for a traffic ticketprocessing service and best means of entering market.INDICATE TYPE OF WORK: REPORT X PRESENTATION XTHANK YOU PACKAGE: YES X NO _____ACCOUNTING USE ONLY: ENTERED ON CURRENT PROJECT LIST _____
FIRST HALF BILLING COMPLETED _____
FINAL + EXP BILLING COMPLETED _____JANET
SHEILA (Y's ON)
JAN M.

BINDER COPY

11-09-82
Date Typed

INPUT



1982 QUARTERLY SCHEDULING PLAN (Q4)

PROJECT: Comput 1DATE: 11/4/82PROJECT LEADER: TJR

CORPORATE/WEEK ENDING					OCT					NOV					DEC				
ACTIVITY PROJECT	NAME	MAN DAYS	EFFI- CIENCY	ESMD	CORP. WEEK END	40 10/8	41 10/15	42 10/22	43 10/29	44 11/5	45 11/12	46 11/19	47(3) 11/26	48 12/3	49 12/10	50 12/17	51 12/24	52(0) 12/31	
70: PROJECT AUTHORIZATION/ SPECIFICATION																			
70: KICK-OFF MEETING				1.0										Δ 1.0					
70: CLIENT CONTROL																			
71: Q DESIGN				1.0							Δ 1.0								
71: Q APPROVAL/ REVIEW MEETING				.5							Δ .5								
72: RESEARCH		1.0	1.0	1.0							Δ 1.5	Δ 1.5							
73A: INTERVIEWS ON SITE () NO.																			
74A: INTERVIEWS PHONE () NO. 70		1.0	.5	7.0								Δ 1.5	Δ 1.5						
70: MIDWAY REVIEW MEETING		.5	1.0	.5									Δ 1.5						

INPUT

1982 QUARTERLY SCHEDULING PLAN (Q4)

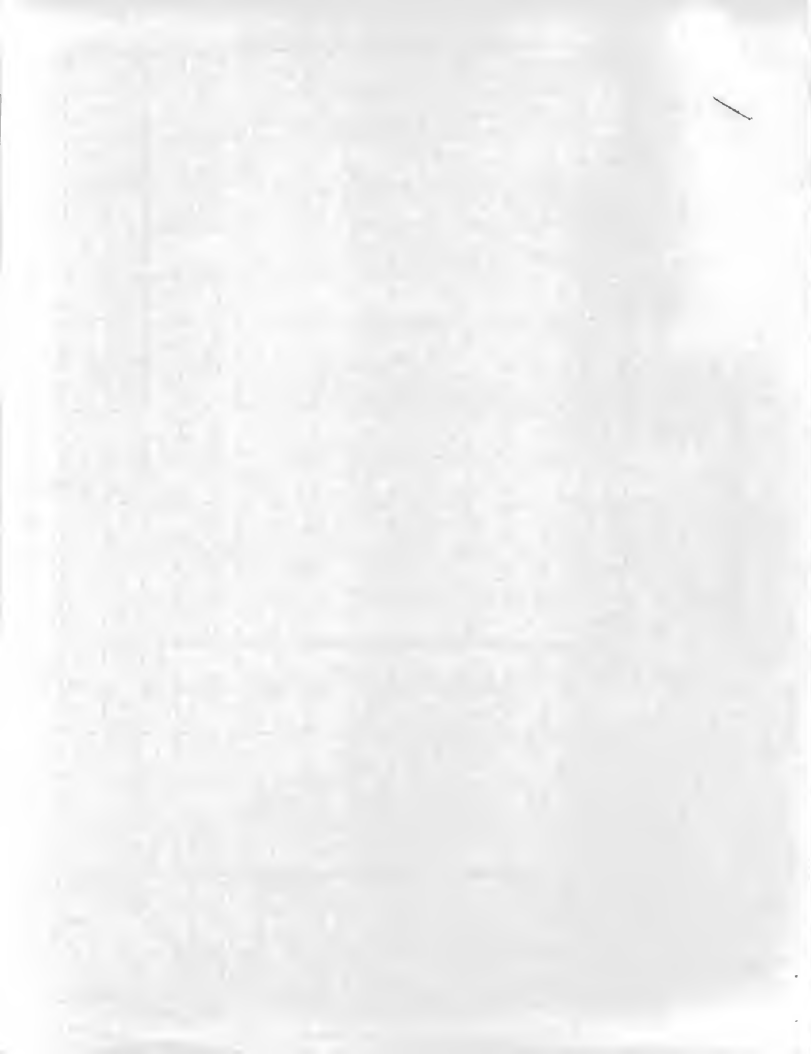
PROJECT LEADER: TJR

DATE: _____

NOV

DEC

R12/80



INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

January 27, 1983

Mr. Marshall J. Putterman
Senior Vice President
Computil
One Elizabethtown Plaza
Elizabeth, New Jersey 07207

Dear Jerry,

This is in reference to our telephone conversation of January 26th that confirmed the prior verbal agreement between Merrill Denton and Ed Metz regarding an expansion of the scope of the Parking Ticket market study.

- o INPUT would interview an additional 15 cities between 25,000 and 50,000 as well as 5 existing New Jersey clients.
- o The fee for this is \$3,000.

I look forward to seeing you next Monday.

Sincerely,



Thomas O'Flaherty
Principal Consultant

TOF:pjk



INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

January 27, 1983

Mr. Marshall J. Putterman
Senior Vice President
Computil
One Elizabethtown Plaza
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I look forward to seeing you next Monday.

Sincerely,



Thomas O'Flaherty
Principal Consultant

TOF:pjk

INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

November 22, 1982

Mr. Merrill Denton
NATIONAL COMPUTER UTILITY COMPANY
One Elizabethtown Plaza
Elizabeth, New Jersey 07207

Dear Merrill:

Attached is a copy of the revised Parking Violation Questionnaire. Besides the changes discussed at our meeting, I have made a number of other modifications to improve it.

Sincerely,

Thomas O'Flaherty
mao

Thomas O'Flaherty
Principal Consultant

TOF/nas
Enclosure

COMPUTIL

COMPUTER UTILITY CO.

NOV 08 1982

1040 ROUTE 46
CLIFTON, N.J. 07013
(201) 778-5656
(212) 532-9191

November 5, 1982

Mr. Thomas O'Flaherty
Principal Consultant
INPUT
Park 80 Plaza West -1
Saddle Brook, New Jersey 07662

Dear Tom:

I am enclosing an executed copy of your proposal letter dated November 4, 1982.

Please sign the original one, page 7, on behalf of INPUT and return the original to me. I will then process the necessary paper work to provide you with one-half of your fee as required by your letter.

Please arrange to begin the work immediately. I'm looking forward to the review of the questionnaire you will design for the study.

Please coordinate the work directly with me or in my absence with Jerry Putterman.

Very truly yours,

COMPUTIL



Merrill G. Denton
Vice President - Marketing

MGD:lb

Enclosure:

THE UNIVERSITY OF CHICAGO

DEPARTMENT OF CHEMISTRY

RECEIVED

1964

1964

1964

1964

1964

1964

1964

1964

1964

1964

1964

EXHIBIT 1

NUMBER OF LOCAL GOVERNMENT UNITS,
BY SIZE OF UNIT

<u>SIZE OF UNIT</u>	<u>NUMBER (APPROXIMATELY)</u>
250,000 or more	200
100,000 - 249,999	525
50,000 - 99,999	650
25,000 - 49,999	1,300
10,000 - 24,999	2,835
5,000 - 9,999	2,800
2,500 - 4,999	3,800
2,499 and under	26,750
TOTAL	<hr/> 38,850

- . Service bureau.
 - . Turnkey.
 - . Software.
- o What are the risks, if any, associated with entering this market?

III. METHODOLOGY

- o The role of the study is to find the most profitable way for Computil to expand its TVC operations. This will require information and analysis on both market characteristics and opportunities as well as product-related information. INPUT and Computil staff will both have roles in this process.
- o INPUT will kick-off the study by presenting an overview of the computer services industry to Computil management.
- o Computil, with INPUT providing advice on data collection and analytic methods, will collect and organize the following types of data:
- Characteristics of current customers (size, volume, etc.).
 - An analysis of lost business. *Too small*
 - A profitability analysis, i.e.:
 - . Fixed and variable costs. *22 Roselle Leonia*
 - . Revenues, by type. *9 Caldwell Rockelle Pa 22 Data Comm -*
 - . This should be broken out by customer. *3 Denville N. Plainfield 22 6-7 mill 81*
✓ Edgewater W. Deptford (14 mill) 82
- o INPUT will obtain market status information from the following sources:
- Computil staff.
 - Professional and trade associations.
 - Structured interviews with potential customers (i.e., courts and local government personnel).
 - Structured interviews with competitors.
- o INPUT will design customer and competitor questionnaires and review them with Computil staff.
- o INPUT will interview by telephone a total of 60 customers, as broken out in Exhibit 2.



National Computer Utility Company

Merrill G. Denton

*One Elizabethtown Plaza
Elizabeth, N.J. 07207
(201) 289-9433*

778-5656 - Clifton



Bob Kennedy (Pres.)
"Mump" Denton
Jerry Putterman
COMPUTIL
10/28

Confirm that there is a market

- o Traffic Violation System (TVC)
NJ now - grows well in 5 states
would like to go to other states

- o If it works in NJ, why not in other states
 - Is there a market
 - What's the best way to distribute
 - Bank
 - ADAPSO
 - Is it a silly market

- o Works for 65 courts (300 in N.J.)
Some in house
WHY - raises money - generates reports
- name and address comes from state
COMPUTIL acts as agent for municipal courts

o BATCH SYSTEM

- Delivered by purchased delivery services COSA, IBM straight forward
- experimental system going on line
- Features:
 - Partial payment
- Basically a dunning system

o COMPETITION

- Data comm - operates with local bank using lock box
- City of East Orange

TICKET

- D - FAIL TO APPEAR NOTICE mailed
- D - BENCH WARRANT mailed
- D - NOTIFY STATE mailed
 - state revokes license
 - refuses registration

FEES - based on per ticket

Some Towns - commission collection basis

Parking tickets more valuable than

- > SHORE TOWNS
- > JERSEY CITY
- >

Tried to sell in Mass.

SIZE

CLUSTER

Presence req'd
on-line
equipment
look-box

Problems:

- > Municipalities going out
for bid
- > Long sales cycle

Consider

Lock boxes
Affiliation with local
bank

Sell

- > Judge
- > Court Clerk
- > Mayor
- > Administrator

25K — 6 weeks —

ORA

Online Route Accounting

- o Dairy Industry is recipient
- o Reconciles Truck floating inventory between driver & credit or cash accounting
- o Produces invoice to customer
- o Bought from Long Island co. specialists in dairy
 - Processors
 - Dealers
 - combination
- o Lost customers — 11 dairies went away
what should be done
market to same industry
market to related
want other bells & whistles
- o Totally online

> COMPETITIVE BID

> Wednesday P.M.

↳ need some indication of price
schedule & start time

> Proposal finalized (FRIDAY)

▷



MAR 22 1983

SUSAN TREADWELL COVINO

ATTORNEY AT LAW
ONE ELIZABETHTOWN PLAZA
ELIZABETH, N. J. 07201

201-289-5000 EX. 436

March 21, 1983

Thomas O'Flaherty
Principal Consultant
Input
Park 80 Plaza West-1
Saddle Brook, N. J. 07662

Dear Mr. O'Flaherty:

Enclosed please find Rider to Input Letter dated November 4, 1982.

Very truly yours,

Susan Treadwell Covino
msd

Susan Treadwell Covino
Senior Attorney

STC/md
Enclosure

THE JOURNAL OF THE

ROYAL SOCIETY OF MEDICINE

RIDER TO INPUT LETTER DATED NOVEMBER 4, 1982

- A. In the course of performing the consulting engagement, INPUT shall obtain confidential information. Confidential information is information which refers to Computil, its parent company, affiliated companies or its subsidiary company, past, present, and future business and research and development activities shall include all such information obtained by INPUT, including any and all of INPUT's employees, agents or other business associates assigned to Computil and any and all inventions and ideas made, conceived or composed, in whole or in part by INPUT in the performance of this Agreement.
- B. Except as specifically authorized by Computil, INPUT will never, directly or indirectly, use, disseminate, lecture upon, publish, or disclose in any way, any of the confidential information disclosed to INPUT or obtained by INPUT during the provision of services hereunder.
- C. Upon termination of the services provided hereunder, INPUT shall return to Computil all documents, records, notebooks, drawings, descriptions, tapes, and similar repositories containing confidential information disclosed to INPUT or obtained by INPUT pursuant to its services hereunder.
- D. INPUT shall promptly disclose to any person designated by Computil all inventions, improvements, designs, ideas, and suggestions, whether patentable or not, and all copy-rightable material (hereinafter collectively called "inventions and ideas") made, conceived, or composed by INPUT, jointly or solely, in the course of, or relating to, INPUT's services to the client. INPUT shall assign to Computil, or its successors or assigns, all such inventions and ideas, and the same shall become and remain Computil's exclusive property. INPUT shall provide all reasonable assistance to Computil in connection with the preparation or prosecution of any such patent application or copyright registration. INPUT's obligations under this Rider shall survive and continue after the termination of this Agreement.

INPUT

BY:  Jan 25, 1983

Thomas O'Flaherty

COMPUTIL

BY: 

Marshall J. Putterman



National Computer Utility Company

One Elizabethtown Plaza, Elizabeth, N.J. 07201

(201) 289-9433

January 24, 1983

Mr. Thomas O'Flaherty
Principal Consultant
INPUT
Park 80 Plaza West-1
Saddle Brook, NJ 07662

Dear Tom:

Enclosed is the nondisclosure provision which has been modified by our Legal Department.

I would appreciate if you could have this executed and returned to me as soon as possible.

Thank you.

Very truly yours,



Marshall J. Putterman
Sr. Vice President

cw

Enclosure

Example 1. $\sum_{n=1}^{\infty} \frac{1}{n^2}$ converges to $\frac{\pi^2}{6}$ (see [1]).

Example 2. $\sum_{n=1}^{\infty} \frac{1}{n^3}$ converges to $\frac{\pi^2}{6}$.

Example 3. $\sum_{n=1}^{\infty} \frac{1}{n^4}$ converges to $\frac{\pi^2}{6}$.

INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

November 4, 1982

Mr. Merrill Denton
National Computer Utility Company
One Elizabethtown Plaza
Elizabeth, NJ 07207

Dear Mr. Denton:

INPUT is pleased to submit a preliminary proposal on how we would assist you in assessing whether there is a wider market for your Traffic Violation System.

I. BACKGROUND AND INPUT'S UNDERSTANDING

- National Computer Utility (Computil) provides a Traffic Violation System (TVC) to local jurisdictions for traffic violations.
 - It is mainly a dunning system, sending out letters to auto owners who have not paid their fines.
- Most TVC business is now in New Jersey. Since adding an effective salesman, market share in New Jersey has increased from 10% to 20% of the state's 300 jurisdictions.
- Computil is considering expanding its marketing efforts for TVC to other states.
 - There are approximately 12,000 local governments with a population greater than 2,500 nationwide (see attached Exhibit I).
- Before taking any active steps, however, Computil wishes to obtain a better understanding of the market so that it can decide the resources it will apply and decide on the best means of entry.
 - Computil has invited INPUT to submit this proposal for assessing the potential market.

II. SCOPE

In the course of the study, the following issues will be addressed:

- How much are each of the main alternatives to processing parking tickets being used? For example:
 - Manual methods.



- In-house computer systems (both mainframe and small systems), with:
 - Vendor software.
 - In-house software.
- Service bureaus.
- To what extent does use vary by jurisdiction size, by both:
 - Population size.
 - Parking ticket volume.
- What are the trends toward using in-house versus service bureau systems?
- To what extent are on-line systems favored over batch systems by users?
 - What are seen as the advantages of on-line systems?
 - How much more would be spent on an on-line system, compared to a batch system? Why?
- What are the advantages and disadvantages of in-house and vendor systems, as seen by users?
- In obtaining vendor services, how important is each of the following criteria?
 - Price.
 - Reliability.
 - Vendor size.
 - Vendor reputation.
 - Vendor location.
 - Turnaround.
 - References.
 - System features.
- Do the users' laws and policies permit the use of bank lock boxes?
 - Can they be out of state banks?
 - How desirable is it for mailings to be made locally?

- How are vendor awards made?
 - Are they competitive?
 - Are there formal criteria?
 - How important is price?
 - How long is the contract? Is there provision for automatic renewal for satisfactory performance?
- Who are the leading vendors?
 - What are the characteristics of the companies and their products?
 - How are they perceived by customers or potential customers?
- What are the characteristics of customers that it is most attractive for Computil to target? Characteristics include:
 - Current processing arrangements.
 - Ticket volume.
 - Ticket backlogs.
 - Uncollectibles.
 - Local government size.
- What are the advantages and disadvantages of different delivery modes? These include:
 - Type of "sponsorship", e.g.:
 - Direct provision by Computil.
 - Local partner.
 - Local service bureau licenses.
 - Local bank licenses.
 - Type of processing, e.g.:
 - Batch.
 - RJE.
 - Real time input.

- On-line inquiry.
- Type of product, e.g.:
 - Service bureau.
 - Turnkey.
 - Software.
- What are the risks, if any, associated with entering this market?

III. METHODOLOGY

- The role of the study is to determine the size of the traffic violation processing market and, if it is attractive, to find the most profitable way for Computil to expand its TVC operations. This will require information and analysis on both market characteristics and opportunities as well as product-related information. INPUT and Computil staff will both have roles in this process.
- INPUT will kick-off the study by presenting an overview of the computer services industry to Computil management.
- Computil, with INPUT providing advice on data collection and analytic methods, will collect and organize the following types of data:
 - Characteristics of current customers (size, volume, etc.).
 - An analysis of lost business.
 - A profitability analysis, i.e.:
 - Fixed and variable costs.
 - Revenues, by type.
 - This should be broken out by customer.
- INPUT will obtain market status information from the following sources:
 - Computil staff.
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 - Structured interviews with potential customers (i.e., courts and local government personnel).
 - Structured interviews with competitors.



- INPUT will design customer and competitor questionnaires and review them with Computil staff.
- INPUT will interview by telephone a total of 60 potential customers arranged into the following three groups.
 - Fifty largest cities.
 - Other cities larger than 250,000 population.
 - Cities with population between 50,000 and 200,000.
- INPUT will interview by telephone 10 computer service organizations (competitors and potential co-venturers — including banks).
- INPUT will bring, tabulate and analyze the data obtained from interviews, Computil and other sources.
- INPUT will present its findings and conclusions at a Computil office to Computil management.
- INPUT will prepare a final written report.

IV. RESULTS

- Computil will obtain an understanding of the market for parking violation services, as specified in "SCOPE."
- INPUT will provide recommendations for the best strategy (or strategies) for entering this market.

V. DELIVERABLES

- INPUT will provide the following deliverables:
 - An overview presentation of the computer services industry.
 - A management presentation at a Computil office.
 - Copies of the set of foils used in the presentation.
 - A written report.



VI. INPUT'S EXPERIENCE AND QUALIFICATIONS

A. EXPERIENCE IN PROVIDING INFORMATION SERVICES CONCERNING THE ADP INDUSTRY

- Since its formation in 1974 INPUT has been a leading organization in supplying information to and about the ADP industry.
- INPUT offers major on-going programs providing information about the ADP industry, including:
 - Performing the annual survey and analysis of the computer services industry for the Association of Data Processing Service Organizations (ADAPSO).
 - A subscription program for computer service vendors (ISIP).
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 - A subscription program to assist MIS managers in managing the planning their company's data processing activities (ISP).
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B. EXPERIENCE IN CONDUCTING CUSTOM RESEARCH AND SURVEYS

- INPUT has extensive experience in conducting market research and analysis. Note that INPUT's work is confined to the computer service industry.
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- In addition to INPUT's research-based subscription programs, INPUT also undertakes large multi-client studies and custom studies which utilize broadly based research and survey activities.

VII. SCHEDULE

- The study will follow the schedule shown below:



Mr. Merrill Denton
November 4, 1982
Page 7

- Week 1: Draft questionnaires and begin Computil data collection.
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VIII. FEE

The professional fee for the study will be \$23,000. Out-of-pocket expenses (telephone, production, travel, etc.) will be billed at cost.

One half of the fee (\$11,500) is due and payable upon study authorization. The remaining one half plus out-of-pocket expenses will be invoiced upon completion of the project.

INPUT appreciates the opportunity to perform this important study for Computil. You may confirm this agreement by signing below or providing a separate authorization letter.

Sincerely,



Thomas O'Flaherty
Principal Consultant

/ehk

AUTHORIZED BY COMPUTIL

ACCEPTED BY INPUT

NAME

NAME

TITLE

TITLE

DATE

DATE



EXHIBIT 1

NUMBER OF LOCAL GOVERNMENT UNITS,
BY SIZE OF UNIT

<u>SIZE OF UNIT</u>	<u>NUMBER (APPROXIMATELY)</u>
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100,000 - 249,999	525
50,000 - 99,999	650
25,000 - 49,999	1,300
10,000 - 24,999	2,835
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2,500 - 4,999	3,800
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TOTAL	<u>38,850</u>



INPUT

PARK 80 PLAZA WEST-1, SADDLE BROOK, NEW JERSEY 07662

(201) 368-9471

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Mr. Merrill Denton
November 4, 1982
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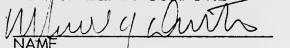
Sincerely,



Thomas O'Flaherty
Principal Consultant

/ehk

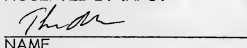
AUTHORIZED BY COMPUTIL


NAME

VICE PRESIDENT
TITLE

11-5-82
DATE

ACCEPTED BY INPUT


NAME

Principal Consultant
TITLE

Nov 8, 1982
DATE

EXHIBIT 1

NUMBER OF LOCAL GOVERNMENT UNITS,
BY SIZE OF UNIT

<u>SIZE OF UNIT</u>	<u>NUMBER (APPROXIMATELY)</u>
250,000 or more	200
100,000 - 249,999	525
50,000 - 99,999	650
25,000 - 49,999	1,300
10,000 - 24,999	2,835
5,000 - 9,999	2,800
2,500 - 4,999	3,800
2,499 and under	26,750
TOTAL	<hr/> 38,850

NO. 509. COUNTY, MUNICIPAL, AND TOWNSHIP GOVERNMENTS, 1977, AND THEIR ESTIMATED POPULATION, 1975, BY POPULATION-SIZE GROUPS

[Number of governments as of January 1977; population estimates as of July 1, 1975. Township governments include "towns" in the 6 New England States, New York, and Wisconsin]

POPULATION-SIZE GROUP	COUNTIES			MUNICIPALITIES			TOWNSHIPS		
	Number, 1977	Population, 1975		Number, 1977	Population, 1975		Number, 1977	Population, 1975	
		Number (1,000)	Per cent		Number (1,000)	Per cent		Number (1,000)	Per cent
Total	3,042	189,691	100.0	18,862	136,761	100.0	16,822	48,344	100.0
250,000 or more	137	92,392	48.7	58	41,638	30.4	31	5,740	11.9
100,000-249,999	206	32,085	16.9	105	14,596	10.9	72	4,799	9.9
50,000-99,999	336	23,503	12.4	230	16,091	11.8	190	6,479	13.4
25,000-49,999	596	20,976	11.0	514	17,939	13.1	660	10,185	21.1
10,000-24,999	980	16,079	8.5	1,212	19,002	13.9	870	6,081	12.6
5,000-9,999	496	3,758	2.0	1,461	10,299	7.5	1,595	5,505	11.4
2,500-4,999				2,004	7,040	5.1	3,657	5,808	12.0
1,000-2,499	291	897	.4	3,664	5,772	4.3	9,747	3,747	7.8
Less than 1,000				8,614	3,985	2.9			

Source: U.S. Bureau of the Census, *Census of Governments: 1977*, vol. 1, No. 1, *Governmental Organization*.

NO. 510. COUNTY GOVERNMENTS—SUMMARY OF FINANCES, 1974 TO 1978, AND PER CAPITA, BY POPULATION-SIZE GROUP: 1978

[Per capita based on population estimates as of July 1, 1977. Covers fiscal years ending between July 1 of preceding year and June 30 of year stated]

ITEM	ALL COUNTIES (mil. dol.)					PER CAPITA (dollars), 1978					
	1974	1975	1976	1977	1978	All counties		Counties with 1977 population (in 1,000) of—			
						Total (1,042)	Per cent (100)	Less than 100 (2,689)	100-199 (169)	200-299 (71)	300 or more (114)
General revenue	30,246	32,893	36,942	41,441	46,048	236.12	100.0	209.83	203.71	221.12	271.84
Intergovernmental revenue ¹	13,799	14,755	16,677	18,787	20,879	107.97	45.3	98.19	90.07	106.91	120.24
From State govt.	2,223	11,842	13,156	14,315	15,368	79.57	33.4	72.52	62.92	78.90	89.39
From Federal govt.	2,220	2,385	2,911	3,741	4,825	24.95	10.5	23.77	24.18	24.84	26.06
Gen. revenue sharing	1,722	1,595	1,612	1,671	1,721	8.90	3.7	10.55	7.49	7.59	8.29
Tax revenue	11,662	12,660	14,130	15,665	17,435	90.16	37.9	68.18	75.73	75.51	113.40
Property	9,573	10,316	11,582	12,888	14,017	72.48	30.4	55.35	59.25	61.59	100.00
Charges and misc.	4,764	5,476	6,135	6,769	7,735	40.00	16.8	43.46	37.91	38.70	38.20
General expenditure	28,878	32,744	37,478	41,282	44,762	231.47	100.0	200.70	197.74	214.33	266.89
Capital outlay	3,862	4,850	5,296	5,063	5,078	26.26	11.3	25.28	24.62	20.36	28.60
Other	25,017	27,894	32,241	36,219	39,684	205.21	88.7	175.43	173.08	193.97	238.29
Public welfare	6,342	6,169	7,079	7,842	8,212	42.47	18.4	20.65	30.00	46.64	61.27
Education	4,757	5,043	5,996	6,634	6,863	36.01	15.6	45.90	35.86	30.71	29.66
Highways	3,116	3,458	3,733	3,849	4,035	20.87	9.0	33.72	18.99	15.35	12.58
Hospitals	2,699	3,337	3,880	4,346	4,754	24.59	10.6	24.94	14.16	18.40	26.28
General control	1,706	1,966	2,282	2,560	2,695	14.97	6.5	11.37	13.25	15.01	16.13
Police protection	1,210	1,450	1,721	1,916	2,150	11.17	4.8	8.95	10.63	9.36	13.23
Financial administration	765	863	960	1,092	1,235	6.38	2.8	6.35	6.08	6.27	6.53
General public buildings	650	824	960	933	970	5.02	2.2	4.92	5.53	5.87	4.79
Health	1,126	1,428	1,684	1,957	2,227	11.52	5.0	7.43	10.65	13.74	14.32
Correction	918	980	1,110	1,244	1,433	7.41	3.2	3.12	5.10	6.90	11.35
Natural resources	429	510	664	598	574	2.97	1.3	2.51	1.61	2.07	3.85
Parks and recreation	609	741	820	867	941	4.66	2.1	2.02	3.27	3.39	7.72
Interest on general debt	695	795	896	992	1,122	5.00	2.5	4.37	5.53	5.81	6.96
Other and unallocable	3,752	4,541	5,682	6,479	7,251	37.44	16.2	24.43	36.47	34.79	48.15
Debt outstanding, end of year	17,486	18,935	20,372	22,590	24,938	126.96	100.0	96.19	131.33	134.66	151.84
Long-term	16,353	17,617	19,028	21,367	23,876	123.46	95.7	(NA)	(NA)	(NA)	(NA)
Short-term	1,133	1,318	1,343	1,223	1,063	5.49	4.3	(NA)	(NA)	(NA)	(NA)

NA: Not available. ¹Figures in parentheses represent number of counties in each size group.

²Includes other intergovernmental revenue not shown separately.

Source: U.S. Bureau of the Census, *County Government Finances series GF, No. 8, annual*.



Population

AND NONMETRO. RESIDENCE AND RACE: 1950 TO 1979

and/or metropolitan statistical areas (SMSAs)¹ as defined in 1970 census data for 1979 are five-quarter annual averages centered on April from the 1970 census. Minus sign (-) denotes decrease. See also *Historical Statistics, Colonial*

Per- cent	TOTAL RESIDENT POPULATION		NONINSTITUTIONAL POPULATION		Average annual percentage change, ¹ 1970- 1979 ²
	1970	Average annual percentage change ¹	1970, adjusted ²	1979	
100.0	1970	1950- 1960	1960- 1970	1970, adjusted ²	1979
100.0	100.0	1.7	1.3	199.8	215.3
66.7	139.4	68.7	2.3	1.5	137.1
33.4	63.8	31.6	1.1	6.2	60.6
33.3	75.6	37.9	3.6	2.4	74.2
33.3	63.8	31.4	5	7	62.8
100.0	177.7	100.0	1.6	1.1	175.3
66.7	120.6	67.8	2.1	1.3	118.9
31.1	49.4	27.8	6	(2)	48.9
35.5	71.1	40.0	3.8	2.3	70.0
33.4	57.2	32.2	5	7	58.3
100.0	22.6	100.0	7	8	58.3
67.5	16.8	74.3	3.7	1.8	22.1
32.5	13.1	58.2	4.1	1.1	19.1
15.2	3.6	16.1	1	2.9	12.9
32.5	5.8	25.7	-1	3.4	5.0
			-1	-5	5.7

¹ Average annual percentage change, see Guide to Tabular Presentation, of institutions and members of the Armed Forces located in barracks and quarters from Current Population Survey.
² Regions and some annexations that are not included in data by race.
³ Census of Population: 1960 and 1970, vol. I, and Current Population Reports

POPULATION, BY RACE AND SPANISH ORIGIN, AND BY REGION: 1975-1979

Current Population Survey, see source for sampling variability. Includes with their families on post, but excludes all other members of the Armed forces may be of any race. Refers to 243 standard metropolitan statistical areas. See Appendix II. For composition of regions, see fig. 1, inside front cover.

White	Black	Spanish origin	North-east	North Central	South	West
437	175,374	23,140	10,832	46,236	53,921	65,894
598	103,531	13,448	5,141	31,150	32,309	37,337
789	23,842	7,378	2,441	9,351	8,019	9,113
112	24,414	2,555	1,813	15,278	10,314	10,838
112	35,275	3,515	2,411	15,278	10,314	10,838
124	70,647	9,527	3,897	31,150	32,309	37,337
131	30,957	5,937	3,212	8,275	10,400	10,230
131	11,249	1,280	766	2,295	2,079	4,097
171	4,687	388	139	658	1,428	1,865
171	6,254	337	214	915	1,567	3,013
171	17,501	1,664	567	2,395	5,563	8,405
176	2,196	155	794	572	475	947
10.0	100.0	100.0	100.0	100.0	100.0	100.0
3.3	58.7	58.1	47.5	67.4	59.8	56.7
14	13.5	31.9	22.5	20.2	14.9	13.8
14	15.2	11.0	16.7	32.0	24	16.4
22	20.0	15.2	8.2	14.1	20.1	28.4
22	40.1	41.2	45.2	31.4	39.2	41.9
3.6	17.6	5.1	1.7	19.3	3.9	15.5
3.6	4.4	5.5	7.1	5.0	3.9	15.5
2.7	2.7	1.7	1.3	2.0	3.1	4.6
3.5	3.5	1.5	2.0	2.6	2.8	3.3
3.5	9.9	6.8	5.2	5.2	10.3	12.8
1.5	1.2	7	7.3	1.2	9	1.4

Source: Census of Population, series P-20, No. 353.

Metropolitan and Nonmetropolitan Population

NO. 23. POPULATION AND AVERAGE ANNUAL CHANGE IN REGIONS, BY METROPOLITAN AREA STATUS: 1960 TO 1977

(in thousands. Covers 162 standard metropolitan areas and 13 New England county metropolitan areas as defined on Dec. 31, 1977. Large metropolitan areas defined as having 1.5 million or more inhabitants in 1970. For composition of regions, see fig. 1, inside front cover)

REGION AND METROPOLITAN AREA STATUS	POPULATION			AVERAGE ANNUAL POPULATION CHANGE					
	1960	1970	1977	Net change		Natural increase		Net migration	
				1960- 1970	1970- 1977	1960- 1970	1970- 1977	1960- 1970	1970- 1977
United States	179,311	203,305	216,351	2,399	1,864	2,048	1,405	351	459
Large metropolitan	69,282	81,471	83,431	1,221	280	804	513	417	-233
Other metropolitan	59,081	68,813	75,119	974	900	756	558	218	342
Nonmetropolitan	50,968	53,014	57,802	204	684	488	333	-284	351
Northeast	44,678	49,061	49,299	439	34	397	201	41	-167
Large metropolitan	26,309	28,933	28,327	262	-86	236	113	11	-112
Other metropolitan	12,300	13,548	13,812	125	38	112	57	13	-15
Nonmetropolitan	6,069	6,580	7,159	51	83	49	30	2	53
North Central	51,619	54,593	57,841	497	193	567	376	277	366
Large metropolitan	20,049	22,593	22,548	254	-6	249	161	6	-167
Other metropolitan	15,033	17,068	17,674	203	87	190	136	13	49
Nonmetropolitan	16,537	16,932	17,719	39	112	128	80	8	112
South	54,961	62,812	69,469	785	1,005	700	508	86	497
Large metropolitan	10,232	13,702	15,407	347	244	152	117	195	127
Other metropolitan	22,529	26,328	29,501	380	453	315	215	183	66
Nonmetropolitan	22,200	22,782	24,942	58	308	233	155	-175	153
West	28,053	34,839	39,263	879	632	385	320	293	312
Large metropolitan	12,672	16,244	17,149	357	129	166	122	169	7
Other metropolitan	9,219	11,875	14,132	266	322	193	126	184	128
Nonmetropolitan	6,162	6,720	7,981	56	180	78	69	-22	111

Source: U.S. Bureau of the Census, *Current Population Reports*, series P-25, No. 810.

NO. 24. NUMBER AND POPULATION OF SMSA'S¹ IN 1970 AND 1978, AND CHANGE, 1960 TO 1978

[SMSA = standard metropolitan statistical area. Data exclude Puerto Rico. For definitions, see Appendix II. Minus sign (-) denotes decrease. See also *Historical Statistics, Colonial Times to 1970*, series A 264-275]

POPULATION-SIZE CLASS OF SMSA'S	243 SMSA'S ¹			268 SMSA'S ²		
	Number, 1970 ¹	Population, 1970	Percent in each class, 1960-1970	Number, 1978 ¹	Population, 1978	Percent in each class, 1970-1978
	Total (mil.)	Percent in each class, 1960-1970	Percent change, 1960-1970	Total (mil.)	Percent in each class, 1970-1978	Percent change, 1970-1978
Total SMSA's	243	139.4	100.0	16.8	288	150.7
3,000,000 or more	6	37.7	27.0	11.9	7	40.2
1,000,000-3,000,000	27	42.9	30.8	21.4	28	45.0
500,000-1,000,000	32	21.9	15.7	18.0	37	25.7
250,000-500,000	82	15.0	10.7	16.3	63	21.3
100,000-250,000	92	15.0	10.7	14.5	99	15.6
Less than 100,000	26	2.1	1.5	12.3	34	2.9

¹ As defined in 1970 census publications. ² Based on size class in 1970 and 1978, respectively.
³ Includes all SMSA's as defined by U.S. Office of Federal Statistical Policy and Standards, June 30, 1979, except for New England county metropolitan areas are substituted.
Source: U.S. Bureau of the Census, *Census of Population: 1970*, vol. I, parts A and B; and *Current Population Reports*, series P-25, No. 873.

NO. 25. CITIES, BY POPULATION SIZE: 1960 TO 1978

[Covers incorporated places of 10,000 population or more]

POPULATION SIZE	NUMBER OF CITIES		POPULATION (mil.)		PERCENT OF TOTAL		CUMULATIVE PERCENT	
	1960	1970	1978	1960	1970	1978	1960	1970
Total	1,854	2,031	2,201	91.0	107.7	111.0	100.0	100.0
1,000,000 or more	5	8	8	17.5	18.9	17.6	19.2	17.5
500,000-1,000,000	16	20	17	11.1	13.1	11.2	12.2	10.4
250,000-500,000	30	31	33	10.8	10.7	11.4	11.8	9.9
100,000-250,000	79	107	114	14.1	15.5	12.5	13.1	14.0
50,000-100,000	180	234	249	12.5	16.3	17.2	13.7	15.0
25,000-50,000	356	474	540	12.7	18.4	18.7	14.0	15.6
10,000-25,000	878	1,167	1,249	15.1	18.2	19.5	16.5	16.9

X Not applicable.

Source: U.S. Bureau of the Census, *Census of Population: 1970*, vol. I, part A, and unpublished data.

COMPUTIL

12/20/82

+ Vinnie, Merrill, Jerry — — — Tom, Ed
+

Real question ---- Do we have a ^{market} ~~product~~?
-- few hundred to 10,000 summonses
-- backlogs
--

[Segmentation $\begin{cases} \leq 50 \text{ to } 100 \\ 100 \text{ to } 250 \\ 250+ \end{cases}$

Do we have a product?

Do we have a market?

What is the marketing strategy?

> Findings large cities have automated systems

ANSWERS# **Raw data** suggests that there ~~is~~ is no market. but.....

TICKETS ISSUED

— PAID TICKETS $\begin{cases} \text{How many voluntary?} \\ \text{Uncollectible rate.} \\ \text{Consequences of non payment} \end{cases}$


100

11-10-91

120

September 9, 1982

To: Merrill Denton
Jerry Putterman

From: Frank White 

Re: Data Com System Corporation Research
1501 Broadway, N.Y. N.Y. 10036 (212) 840-1177

As requested, I compiled the following information on Data Com. More work can be done in this area, but I wanted to submit my findings before I left for vacation.

- (a) I contacted 18 major cities across the United States and determined the individual directly responsible for the processing of parking and moving violations. Also noted are the types of processing currently being utilized by these cities.

Cincinnati	Jim Tobin Traffic Violations Administrator 2222 E. Central Parkway Cincinnati, OH 45202 (513)632-8764	In/House
Indianapolis	Daniel Marsh Police Data Processing Unit Passaic County Bldg. Indianapolis, IN 46204 (317)236-4307	In/House
Chicago	Richard Collins 321 N. LaSalle St. Chicago, IL 60610 Mike Fitzpatrick Data Processing Center (312) 443-6080	In/House and for surrounding suburbs
St. Louis	Venetta Barbaglia Rm 300 Kiel Auditorium 14th & Market St. St. Louis, MO 63103 (314) 622-3577	Independent Data Processor Regis in St. Louis
Detroit	Data Com (313) 567-2185	Detroit
Tampa	Bob Wallace 100 W. Madison Tampa, FLA 33602 Director of Parking (813) 228-8693	In/House Would be very interested in our system - Please call.

To: Merrill Denton
Jerry Putterman
From: Frank White

September 9, 1982
Page 2

Miami	Mr. Figueroa Metro Justice Bldg. Rm 701 1351 N.W. 12th St. Miami, FL 33125 (305) 547-7799	In/House
Pittsburgh	Miss Marasco Traffic Court Public Service Bldg. 100 Graham St. 15219 (412) 255-2700	In/House
Washington D.C.	Data Com (202) 727-3036 Mr. Heleneous or Mrs. Downs	Washington, D.C.
Baltimore	Mr. Grandy Bureau of Treasury Management Room 1 Municipal Bldg. Baltimore, MD 21202 (301) 396-3963	In/House
Philadelphia	Mr. Vincent Logan Chief Clerk 800 N. Broad St. Philadelphia, PA 19130 (215) 686-2927	In/House
Atlanta	C.V. Forrester 192 Ivy St. N.E. Atlanta, GA 30303 (404) 658-6631	In/House
Los Angeles	Mr. Allen Lott 1945 S. Hill St. Los Angeles, CA 90007 (213) 744-4017	In/House
San Francisco	Daniel Donough S. F. Municipal Court City Hall San Francisco, CA 94102 (415) 558-4936	In/House
Salt Lake City	Mr. Nichols 451 S. 2nd St. East Salt Lake City, UT 84111 (801) 535-7761	In/House

To: Merrill Denton
Jerry Putterman
From: Frank White

September 9, 1982
Page 3

Denver	Ken Goodman Court Administrator City & County Bldg. (303) 575-5537	In/House
Dallas	Mr. Steve Reed/Mr. Frank Bredlove Court Administrator 106 S. Harwood St. Dallas, TX 75201 (201) 670-5314	In/House
Houston	Mr. A. A. Jones 1400 Lubbock St. Houston, TX 77002 Director & Chief Court Clerk (713) 222-4161	Independent Data Processing Co. in Houston

Please pay special attention to Bob Wallace in Tampa, FL. Tampa has an in-house system in which Bob is totally dissatisfied. He would be very interested in exploring our system.

(b) Determination of Data Com locations:

1. New York City
2. Washington, D.C.
3. Boston
4. Detroit
5. Worcester, Mass.
6. Fall River, Mass.
7. State Street Bank in Boston has contracts with 25 cities (including Boston) to process their parking violations. They utilize Data Com as their Data Processing Vendor. A contact we can use at this bank is Richard Poyniesz or Charles Kelley (617) 786-3430.

(c) Data Processing Centers

1. Detroit which services Detroit
2. Elmsford, N.Y. which services the N.Y. Boston metro area. Data entry centers in major cities and with telecommunications to Elmsford.

(d) Dave Heslin:

Does not have Data Com's proposal. I contacted Tom Kadzis in the City of Boston and the proposal is proprietary interest and will not be released. Dave suggests if we go on a large scale level that we look at his system again. He has done a lot of rewriting and feels that he has a superior system, especially for the larger cities.

To: Merrill Denton
Jerry Putterman
From: Frank White

September 9, 1982
Page 4

(e) Dunn & Bradstreet Report

It is on order and will arrive shortly. Data Com is a privately owned company and does not issue an annual report. All D&B reports can be ordered through Sandy Sojka at the Plaza.

(f) Method of processing:

1. It would appear they rely on telecommunications. The (914) 347-3004 phone number at Elmsford is a data phone.
2. In Washington D.C., they work in harmony with a collection procedure, turning unpaid violations into collections.
3. In Boston they also utilize a collection process and maintain lock boxes for payments. They issue an FTA 21 days after the expiration of the court appearance date. Data Com charges \$1.25 per/ticket to fully process, whatever that entails.

(g) National Association of Court Clerks

They will be holding a meeting in Denver, Colorado and Vinnie has all the particulars.

FW:lb



SURE NAME, BUSINESS AND ADDRESS MATCH YOUR FILE.

ANSWERING INQUIRY

SUBSCRIBER: 037-0122261

THIS REPORT MAY NOT BE REPRODUCED IN WHOLE OR IN PART IN ANY MANNER WHATSOEVER

DUNS: 04-153-0627
DATACOM SYSTEMS CORP

1501 BROADWAY
NEW YORK NY 10036
TEL: 212 840-1177

DATE PRINTED
SEP 08 1982

SUMMARY
RATING --

PARKING TICKET
COLLECTION SERVICE
& DATA PROCESSING
SERVICE

STARTED 1974
PAYMENTS SEE BELOW
SALES \$14,426,687
WORTH F \$651,881
EMPLOYS 240
HISTORY INCOMPLETE
FINANCING SECURED

SIC NOS.
73 99 73 74

CHIEF EXECUTIVE: JOSEPH A DELARIO, PRES

REPORTED	PAYING RECORD	HIGH CREDIT	NOW OWES	PAST DUE	SELLING TERMS	LAST SALE WITHIN
8/82	Slow	2500	750	-0-		
7/82	Ppt	750	-0-	-0-	N7	2-3 Mos
	Ppt-Slow 30	500	-0-	-0-	N7	4-5 Mos
	Ppt-Slow 90	100	50	50	N7	4-5 Mos
5/82	Ppt	250	250	-0-	N30	1 Mo
4/82	Slow 25	7500			N30	
2/82	Ppt-Slow 120	2500	-0-	-0-		

Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

UPDATE
05/27/82

In a communication received May 27 1982 and signed by Acctg Mgr May 24 1982, it was indicated:
Employees now total 240.
Sales are now \$14,426,687 yearly.
Present net worth is \$1,536,591.
Profits for the past six months were up.

FINANCE

- * A FINANCIAL SPREAD SHEET OF COMPARATIVES, RATIOS, AND INDUSTRY AVERAGES *
- * MAY BE AVAILABLE. ORDER A DUNS FINANCIAL PROFILE VIA YOUR DUNS PRINT *
- * TERMINAL OR LOCAL D&B OFFICE *

12/08/81

	Fiscal	Fiscal
	JUN 30 1980	JUN 30 1981
Curr Assets	720,742	3,103,242
Curr Liabs	528,915	3,290,815
Working Capital	191,827	(187,573)
Other Assets	134,420	1,370,800
Worth	307,419	651,881
Sales	3,496,156	6,117,198
Net Income	222,168	344,612
Fiscal Consolidated statement dated JUN 30 1981:		
Cash	\$ 57,030	\$ 659,206
Accts Rec	2,994,747	805,980
Other Receiv	26,527	130,446
Prepaid Exp	24,938	293,778
		Unearned Income 1,157,000
		Other Curr Liabs 244,405
Curr Assets	3,103,242	Curr Liabs 3,290,815
Fixt & Equip	972,512	
Deposits	48,512	
Contracts	157,776	L.T. Liab-Other 531,346
Pre-Operating		CAPITAL STOCK 15,995
Costs	192,000	ADDIT. PD.-IN CAP 34,783
		RETAINED EARNINGS 601,103
Total Assets	4,474,042	Total 4,474,042

Annual sales \$6,117,198; cost of goods sold \$2,894,444; Gross profit \$3,222,754;
(CONTINUED)

THIS REPORT, FURNISHED PURSUANT TO CONTRACT FOR THE EXCLUSIVE USE OF THE SUBSCRIBER AS ONE FACTOR TO CONSIDER IN CONNECTION WITH CREDIT, INSURANCE, MARKETING OR OTHER BUSINESS DECISIONS, CONTAINS INFORMATION COMPILED FROM SOURCES WHICH DUN & BRADSTREET, INC. DOES NOT CONTROL AND NO INFORMATION UNLESS OTHERWISE INDICATED IN THE REPORT, HAS NOT BEEN VERIFIED. IN FURNISHING THIS REPORT, DUN & BRADSTREET, INC. IN NO WAY MAKES ANY PART OF THE USER'S BUSINESS RISK, DOES NOT GUARANTEE THE ACCURACY, COMPLETENESS, OR TIMELINESS OF THE INFORMATION PROVIDED, AND WILL NOT BE LIABLE FOR ANY LOSS OR INJURY WHATSOEVER RESULTING FROM CONTINGENCIES BEYOND ITS CONTROL OR FROM NEGLIGENCE. 992-10 (7/80128)



SEP 08 1982

This report has been prepared for.

Page 2
CONSOLIDATED REPORT

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FINANCE

(Cont'd) operating expenses \$2,556,646; Net income before taxes \$666,108; Deferred Taxes \$210,000. Other Income \$456,108. Discon Operations \$111,496. Net income \$344,612; Fire insurance on fixt \$1,000,000;.

Prepared from statement(s) by Accountant: Rose, Feldman Radin, Pavone, & Skehan. ACCOUNTANTS OPINION: "We have examined the consolidated balance sheet of Datacom Systems Corp and subsidiaries as of Jun 30 1981 and 1980, and the related statements of income and retained earnings, and changes in financial position for the year then ended. Our examination was made in accordance with generally accepted auditing standards and, accordingly, included such tests of the accounting record and such other auditing procedures as we considered necessary in the circumstances." "In our opinion, the consolidated financial statements referred to above present fairly the financial position of Datacom Systems Corp and subsidiaries as of Jun 30 1981 and 1980, and the results of their operations, and changes in their financial position for the years then ended, in conformity with generally accepted accounting principles applied on a consistent basis." --0--

Other Current liability of \$244,405 is current portion of long-term debt. Long-term liability of \$531,345 is long-term debt. On OCT 13 1981 Steven Garfield, Controller, submitted the above figures.

PUBLIC FILINGS

UCC FILING

08/26/82 Financing Statement #115380 filed 07-21-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: National Advanced Systems Corp, Mt View, CA. Collateral: specified computer equipment and proceeds.
 06/10/82 Financing Statement #62438 filed 04-21-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: Chemical Bk, Melville, NY. Collateral: specified equipment and products.
 06/09/82 Financing Statement #63612 filed 04-23-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: Chemical Bank, Melville, NY. Collateral: specified computer equipment and products.
 05/18/82 Financing Statement #82-037516 filed 03-01-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: National Advanced Systems Corp, New York, NY. Collateral: specified equipment, computer equipment.
 04/02/82 Financing Statement #31416 filed 03-01-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: National Advanced Systems Corp, New York, NY. Collateral: specified computer equipment.
 02/22/82 Financing Statement #4125 filed 01-11-82 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: Chemical Bank, Melville, NY. Collateral: specified computer equipment and products.
 12/18/81 Financing Statement #166647 filed 11-10-81 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: National Advanced Systems Corp, Mountain View, CA. Collateral: specified computer equipment and proceeds.
 12/08/81 Financing Statement #176667 filed Dec 23 1980 with Secretary, State of NY. Debtor: Datacom Systems Corp, New York, NY. Secured Party: Chemical Bank, Melville, NY. Collateral: specified computer equipment and products. Still active as of Jul 21 1981.

On Jan 22 1980 a financing statement (#10075) was filed in the office of Secretary of State of New York, listing Datacom Systems Corp as debtor and Private Banking Division Citibank, NA, New York, NY, as secured party. Collateral consists of all accounts receivables. Still active as of Jul 31 1981.

BANKING

11/81

Banking information unavailable.

HISTORY

12/08/81

JOSEPH A DELARIO, CHMN & PRES+
 STEVEN LIPSITZ, SEC & COUNSEL+
 NEAL E ANDERSON, EXEC V PRES+
 STEVEN A GARFIELD, V PRES
 HARRY W VOCCALA, V PRES

NORBERT COUDRIET SR, V PRES
 ALLEN SCOTT, V PRES
 ROBERT SARGENTI SR, V PRES+
 EDWARD G MC CARTHY, V PRES
 H DUANE STORMS, V PRES

DIRECTOR(S): The officers identified by (+) and Kenneth A Klemm. Incorporated New York May 16 1963. Authorized capital consists of 200 shares common stock, no par value. Authorized capital increased to 2 million shares common \$.01 par value and 10,000 preferred shares \$100 par value. Business started 1963 by others. Present control succeeded 1974. 100% of capital stock is owned by officers.

(CONTINUED)



SEP 08 1982

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HISTORY
(Cont'd)

DELARIO born 1933. Employed in computer service business since 1956. 1967-1970 president of Computer Service Division of Computer Applications Inc. Resigned. Executive Vice President of Blair System Corporation 1971-1973. Resigned to become an officer of the subject in 1974.
COUDRIET. 1970-1971 Director of New Systems Informatics Inc. 1971-1974 Assistant Budget Director for Data processing City of New York. Director, office of Electronic Data Processing, Municipal Services Administration, City of New York.
1974-1978. Senior Vice President of subject since 1974.
LIPSITZ. Received a BA at Princeton and LLB at Columbia University. 1968-present, member of law firm of Bressler, Lipsitz & Rothenberg.
ANDERSON born 1939. Executive Vice President since 1976.
SARGENTI. 1969-1973 President Computer People Corporation. Sold interest to others. 1973-1979 President Ehrhardt-Basic Data Services. Sold interest to others. Senior Vice President since 1979.

OPERATION
12/68/61

Parking ticket collection service (75%) and data processing service (25%).
Has 1000 accounts. Derives revenues from commission billed on Net 30 day terms.
Sells to municipalities. Territory United States.
Nonseasonal.

EMPLOYEES: 185 including officers.
FACILITIES: Rents 14,000 sq. ft. on 5th floor of multi story brick building in good condition. Premises neat.
LOCATION: Central business section on main street.
SUBSIDIARIES: Subject has three wholly owned subsidiaries, all performing same operations as subject. No inter-company relations reported. Started 1975.
(1) Datacom Collection Systems Corporation, caption address. Started 1975.
(2) Datacom Consultants Inc., Teaneck, NJ. Started 1978.
(3) Coventry Business Systems Inc. Discontinued operations in 1980. Now

dormant.
09-08(9A0 /31) 00000000
Chemical Bank, 501 Broadway

001 082



November 2, 1982

PRELIMINARY

Mr. Merrill Denton
National Computer Utility Company
One Elizabethtown Plaza
Elizabeth, NJ 07207

Dear Mr. Denton:

INPUT is pleased to submit a preliminary proposal on how we would assist you in assessing the wider market for your Traffic Violation System. After we have discussed this draft we will submit a final proposal.

I. BACKGROUND AND INPUT'S UNDERSTANDING

- o National Computer Utility (Computil) provides a Traffic Violation System (TVC) to local jurisdictions for traffic violations.
 - It is mainly a dunning system, sending out letters to auto owners who have not paid their fines.
- o Most TVC business is now in New Jersey. Since adding a salesman, market share in New Jersey has increased from 10% to 20% of the state's 300 jurisdictions.
- o Computil is considering expanding its marketing efforts for TVC to other states.
 - There are approximately 12,000 local governments with a population greater than 2,500 nationwide (see attached Exhibit 1).
- o Before taking any active steps, however, Computil wishes to obtain a better understanding of the potential market.
 - Computil has invited INPUT to submit this proposal for assessing the potential market.

II. SCOPE

In the course of the study, the following issues will be addressed:

- o How much are each of the main alternatives to processing parking tickets being used? For example:
 - Manual methods.
 - In-house computer systems (both mainframe and small systems), with:



- Vendor software.
 - In-house software.
- Service bureaus.
- To what extent does use vary by jurisdiction size, by both:
 - Population size.
 - Parking ticket volume.
- o What are the trends toward using in-house versus service bureau systems?
- o To what extent are on-line systems favored over batch systems by users?
 - What are seen as the advantages of on-line systems?
 - How much more would be spent on an on-line system, compared to a batch system? Why?
- o What are the advantages and disadvantages of in-house and vendor systems, as seen by users?
- o In obtaining vendor services, how important is each of the following criteria?
 - Price.
 - Reliability.
 - Vendor size.
 - Vendor reputation.
 - Vendor location.
 - Turnaround.
 - References.
 - System features.
- o Do the users' laws and policies permit the use of bank lock boxes?
 - Can they be out of state banks?
 - How desirable is it for mailings to be made locally?
- o How are vendor awards made?



- Are they competitive?
- Are there formal criteria?
- How important is price?
- How long is the contract? Is there provision for automatic renewal for satisfactory performance?
- o Who are the leading vendors?
 - What are the characteristics of the companies and their products?
 - How are they perceived by customers or potential customers?
- o What are the characteristics of customers that it is most attractive for Computil to target? Characteristics include:
 - Current processing arrangements.
 - Ticket volume.
 - Uncollectibles.
 - Local government size.
- o What are the advantages and disadvantages of different delivery modes? These include:
 - Type of "sponsorship", e.g.:
 - . Direct provision by Computil.
 - . Local partner.
 - . Local service bureau licenses.
 - . Local bank licenses.
 - Type of processing, e.g.:
 - . Batch.
 - . RJE.
 - . Real time input.
 - . On-line inquiry.
 - Type of product, e.g.:



- Service bureau.
 - Turnkey.
 - Software.
- o What are the risks, if any, associated with entering this market?

III. METHODOLOGY

- o The role of the study is to find the most profitable way for Computil to expand its TVC operations. This will require information and analysis on both market characteristics and opportunities as well as product-related information. INPUT and Computil staff will both have roles in this process.
- o INPUT will kick-off the study by presenting an overview of the computer services industry to Computil management.
- o Computil, with INPUT providing advice on data collection and analytic methods, will collect and organize the following types of data:
 - Characteristics of current customers (size, volume, etc.).
 - An analysis of lost business.
 - A profitability analysis, i.e.:
 - Fixed and variable costs.
 - Revenues, by type.
 - This should be broken out by customer.
- o INPUT will obtain market status information from the following sources:
 - Computil staff.
 - Professional and trade associations.
 - Structured interviews with potential customers (i.e., courts and local government personnel).
 - Structured interviews with competitors.
- o INPUT will design customer and competitor questionnaires and review them with Computil staff.
- o INPUT will interview by telephone a total of ____ customers, as broken out in Exhibit 2.



- o INPUT will interview by telephone 10 competitors.
- o INPUT will bring, tabulate and analyze the data obtained from interviews, Computil and other sources.
- o INPUT will present its findings and conclusions at a Computil office to Computil management.
- o INPUT will prepare a final written report.

IV. RESULTS

- o Computil will obtain an understanding of the market for parking violation services, as specified in "SCOPE."
- o INPUT will provide recommendations for the best strategy (or strategies) for entering this market.

V. DELIVERABLES

- o INPUT will provide the following deliverables:
 - An overview presentation of the computer services industry.
 - A management presentation at a Computil office.
 - Copies of the set of foils used in the presentation.
 - A written report.

VI. INPUT'S EXPERIENCE AND QUALIFICATIONS

A. EXPERIENCE IN PROVIDING INFORMATION SERVICES CONCERNING THE ADP INDUSTRY

- o Since its formation in 1974 INPUT has been a leading organization in supplying information to and about the ADP industry.
- o INPUT offers major on-going programs providing information about the ADP industry, including:
 - Performing the annual survey and analysis of the computer services industry for the Association of Data Processing Service Organizations (ADAPSO).
 - A subscription program for computer service vendors (ISIP).



- A subscription program providing information on computer service and turnkey companies (CAMP).
- A subscription program to assist MIS managers in managing the planning their company's data processing activities (ISP).
- A subscription program to assist senior field service management in planning their activities (FSP).
- INPUT's clients form a spectrum of major providers and users of data processing services.

B. EXPERIENCE IN CONDUCTING CUSTOM RESEARCH AND SURVEYS

- o INPUT has extensive experience in conducting market research and analysis. Note that INPUT's work is confined to the computer service industry.
- o INPUT conducts approximately 12,000 interviews a year, covering major vendors as well as major users of computer service.
- o In addition to INPUT's research-based subscription programs, INPUT also undertakes large multi-client studies and custom studies which utilize broadly based research and survey activities.

VII. SCHEDULE

- o The study will follow the schedule shown below:
 - Week 1: Draft questionnaires and begin Computil data collection.
 - Week 2-3: Conduct interviews and review results with Computil; end Computil data collection.
 - Week 4: Analyze data and prepare management presentation foils.
 - Week 5: Make management presentation.
 - Week 6: Deliver final written report.

VIII. FEE

The fee for the study will be \$ _____. Out-of-pocket expenses will be billed at cost.

One half of the fee () is due and payable upon study authorization. The remaining one half plus out-of-pocket expenses will be invoiced upon completion of the project.



INPUT appreciates the opportunity to perform this important study for Computil.
You may confirm this agreement by signing below or providing a separate authorization letter.

Sincerely,

Edward I. Metz
Senior Vice President

PRELIMINARY

/ehk

AUTHORIZED BY COMPUTIL

ACCEPTED BY INPUT

NAME _____

NAME _____

TITLE _____

TITLE _____

DATE _____

DATE _____

EXHIBIT 1

NUMBER OF LOCAL GOVERNMENT UNITS,
BY SIZE OF UNIT

<u>SIZE OF UNIT</u>	<u>NUMBER (APPROXIMATELY)</u>
250,000 or more	200
100,000 - 249,999	525
50,000 - 99,999	650
25,000 - 49,999	1,300
10,000 - 24,999	2,835
5,000 - 9,999	2,800
2,500 - 4,999	3,800
2,499 and under	26,750
TOTAL	<u>38,850</u>



EXHIBIT 2

INTERVIEW SAMPLE CHARACTERISTICS

LOCAL GOVERNMENT
CHARACTERISTICS

REGION

SIZE

NUMBER OF INTERVIEWS

INPUT

14 Utilities

(240k Max Work L)

for 700k Cost

CHAIRMAN: Mr. Eugene J. Murret, Judicial Administrator
Supreme Court of Louisiana

CHAIRMAN ELECT: Mr. Carl F. Bianchi, Administrative Director
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PARKING VIOLATION QUESTIONNAIRE: USER

Hello, my name is _____ and I am with INPUT, a research and consulting firm. We would like you to take part in a study on the processing of parking violations. The information you provide will be used for statistical purposes only and neither you nor your organization will be identified or linked to any information. In return for your cooperation, we will send you a summary of the study when it is completed. (NOTE: IF RESPONDENT REQUIRES, ASSURE THAT NO SALESMAN WILL CALL AS A RESULT OF THE INTERVIEW.)

- I. How do you process parking violations now? (PROMPT AS NECESSARY; MAY USE MORE THAN ONE METHOD OF PROCESSING.)
- () Manual (go to question 5)
 - () In-house computer system (i.e., under control of respondent's organization) - Question 2
 - () Another government agency - Question 3
 - () Outside (i.e., commercial) service bureau or contractor - Question 4
 - () Other (describe) _____

IN-HOUSE

- 2a. What hardware is used?

2b. What is the source of the software? (PROMPT AS NECESSARY)

- () Respondent's staff.
- () Staff of another agency.
- () Consultant or contractor.

Who (name)? _____

- () Software package?

Which one? _____

2c. Do you provide processing service for any other jurisdictions?

- () YES () NO

• If YES:

- About how large are the volumes?

- How has it worked out? Describe.

2d. What type of processing is used? (NOTE: REFER TO ATTACHED DEFINITIONS AS NECESSARY) For example:

- () Pure batch.
- () RJE input. (Remote job entry or remote batch)
- () On-line or interactive input.

Describe process. _____

- () On-line or interactive inquiry.

Describe process. _____

- IF BATCH OR RJE: Have you considered switching to an on-line system?
 () YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____%

- 2e. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

- Why? _____

- 2f. What changes do you plan to make?

- Why? _____



USE ANOTHER AGENCY

3a. What hardware is used?

3b. What is the source of the software? (PROMPT AS NECESSARY)

- () Respondent's staff.
() Staff of another agency.
() Consultant or contractor.

Who? (name) _____

- () Software package?

Which one? _____

3c. Do you provide processing service for any other jurisdictions?

() YES () NO

- If YES:

- About how large are the volumes?

- How has it worked out? Describe.

3d. What type of processing is used? For example:

- () Pure batch.
() RJE input. (Remote job entry or remote batch)
() On-line or interactive input.

Describe process. _____

- () On-line or interactive inquiry.

Describe process. _____

- IF BATCH OR RJE: Have you considered switching to an on-line system?
() YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____%

3e. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

- Why? _____



3f. What changes do you plan to make?

- Why?

3g. What is the name of the other agency?

SERVICE BUREAU/CONTRACTOR

4a. What type of processing is used? For example:

- () Pure batch.
- () RJE input. (Remote job entry or remote batch)
- () On-line or interactive input.

Describe process.

- () On-line or interactive inquiry.

Describe process.



- 4b. IF BATCH OR RJE: Have you considered switching to an on-line system?
 () YES () NO

Why? _____

If YES: How much more would an on-line system be worth (as a percent increase to your costs)? _____%

MANUAL

- 5a. How many people are involved in the processing of parking tickets?

- 5b. Overall, how satisfied are you with present arrangements? (1=Low satisfaction; 5=High satisfaction) _____

• Why? _____

- 5c. What changes do you plan to make?

• Why? _____

6. In general, what do you see as the advantages and disadvantages in performing processing in-house as opposed to using an outside contractor?

	ADVANTAGES	DISADVANTAGES
In-House		
Contractor		

IF NOT USING A CONTRACTOR: ASK 7a and 7b.

IF USING A CONTRACTOR: GO TO QUESTION 8.

- 7a DO NOT ASK IF NOW USING A CONTRACTOR: Has your jurisdiction considered using an outside contractor?

() YES () NO

- Why? _____

- 7b. If you were to use an outside contractor:

- Would there be a formal, competitive bidding process?
 () YES () NO

- How long would the contract typically be? _____
 - What provisions would there be for renewal?

- About how important for your jurisdiction do you think each of the following criteria would be in selecting a contractor?

CRITERIA	IMPORTANCE*	COMMENT
Reliability		
Vendor size		
Vendor location		
Turnaround time		
Price		
References		
System features		

* 1=Low; 5=High

GO TO QUESTION 9.

8. IF NOW USING A CONTRACTOR: In selecting a contractor:

- Was there a formal, competitive bidding process?
() YES () NO

- How long is the contract?

- What provisions are there for renewal?

- In contractor selection how important for your jurisdiction do you think each of the following criteria should be? (NOTE: IMPORTANCE MAY BE DIFFERENT FROM THAT ORIGINALLY USED AT TIME OF ORIGINAL SELECTION.)

CRITERIA	IMPORTANCE*	COMMENT
Reliability		
Vendor size		
Vendor location		
Turnaround time		
Price		
References		
System features		

* 1=Low, 5=High

9. Do your laws and regulations allow the use of bank lockboxes to process payments?
() YES () NO

- If YES: Must this be a local bank?
() YES () NO

- 10a. If a person ignores a parking ticket, what actions are taken? (DON'T PROMPT)

- () Fine increases
- () Privilege revoked (e.g., drivers license, registration)
- () Referred to third party
 - () Sheriff, etc.
 - () Collection agency
- () Other describe _____

- 10b. Please describe the procedure.

11. In using a contractor please tell me how comfortable you think your organization would be in having the following kinds of organizations serving as a contractor to you (1=Very uncomfortable, 5=Very comfortable)

TYPE OF CONTRACTOR	RATING	REASON
A bank from your state		
An out-of-state bank		
A national computer services firm		
A local computer services firm		
A firm that specialized in traffic violations processing		
A computer hardware company		

12. I would like to get some baseline data relating to your organization.

12a. What is the population size of the jurisdiction? _____

12b. What is the minimum amount that a violator pays for a parking ticket? \$ _____

- What would this escalate to for non-payment? \$ _____

- 12c. How many traffic violations are issued annually, broken out by parking and moving violations?

	<u>NUMBER</u>	<u>DOLLAR AMOUNT</u>
Parking	_____,000	\$ _____
Moving	_____,000	\$ _____
Total	_____,000	\$ _____

- 12d. What is the current backlog, either in terms of tickets, days or dollars?
(GET SEVERAL BACKLOG MEASURES, IF POSSIBLE)

- What is the backlog goal?

- How will this be achieved?

12e. What is the uncollectibles rate? _____ %

- Is this increasing or decreasing?

() Increasing

() Decreasing

- What steps are being taken to improve it?



DEFINITIONS

Batch Services include data processing performed at vendors' site(s) where user programs and/or data are physically transported (as opposed to electronically by telecommunications media) to and/or from the vendor site.

RJE or Remote Batch is where the user sends data electronically to the vendor's computer, which schedules job execution according to the vendor's priorities and resource requirements, in a batch mode.

On-Line or Interactive Input is characterized by the interaction of the user with the system for data entry and transaction processing. The user is on-line to the program or files.

On-Line or Interactive Inquiry is characterized by the retrieval and processing of information by the user from a vendor-maintained data base, where the user is on-line to the program or files.

